

Sandra Elizabeth, Abang

Female
31st May, 1993

Address	30, Odebumi Afonka Street, Egbeda. Lagos
Marital status	Single
Origin	Cross River
Nationality	Nigerian
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Career Objectives

A dynamic, team-spirited and result-oriented individual with strong communication and interpersonal skills seeking to build a career in Customer & Public relations, Sales and Business Development with aim of efficient utilization of my skills geared towards the achievement of organizational goals, high performance, improved profitability and personal development.

Academic Background

Bachelor of Art; Visual Arts and Technology	2012 - 2016	Cross River University of Technolgy
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Employment Details

Ecobank Nigeria. Contact Centre Consultant	October 2019 – Present
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- Answered questions about account type and banking product, such as CDs, Money market accounts, Loans and Credit cards.
- Checked on the status of customer accounts and checks and payment
- Assisted banking customers who are victims of fraud, theft or identity theft.
- Assisted customer with replacing lost stolen credit or debit cards
- Assisted with address charges
- Seek customer resolution of customer
- Provided data to customer requesting for new service and/or construction and channel to appropriate office
- Provided information about company programs, products and services
- Maintained communication equipment by reporting problems

Paycom Nigeria Customer Service Executive	January 2019 – September 2019
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- Solved problems for mobile money agents and customers via email, phone, live chat, social media and in person
- Processed routine merchant requests such as business activation requests
- Worked with assigned Product Team to understand the products
- Filled calls logs forms
- Responded to enquires promptly and responsively
- Responded to transaction issues and helped them get refunds as applicable

Ebony Life Tv. Customer Care Executive	January 2018 – January 2019
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- Resolved customer complaints via phone, email or social media
- Greeted clients warmly, listen to their problem and politely asked reasons for calling
- Utilized computer technology to handle high volume of calls
- Informed customers on Products and services
- Compiled reports on overall customers satisfaction
- Organised collection of movies and music video contents
- Compiled records of content submission
- Collected and acknowledged parcels and packages that comes into the company
- Welcomed and received visitors and directed them to the appropriate office
- Managed mailboxes and forwarded the mails to the appropriate department

Abonde Community Grammar School NYSC; Art Teacher	October 2016 – November 2017
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- Taught cultural and creative art.
- Developed objective and subjective questions to test students for continuous assessments.
- Composed and designed structural lecture notes for guiding students during class sessions.
- Assisted immediate supervisors in calculating and preparing data of student session reports

EMO Media Communication Executive	September 2015 – September 2016
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- Developed contents for social media pages, send memos and up to date information via phone, email, or social media
- Coordinated production of communication material, listened to feedback and suggestion
- Utilized computer technology to handle high volume of report
- Informed customers on products and services
- Compiled reports on overall customer satisfaction
- Compiled records of contents submission.

Eloquent Touch Media Customer Service Representative	September 2014 – September 2015
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- Resolved customer complaints via phone, emails or social media
- Greeted customers warmly and politely request reasons for calling
- Utilize computer technology to handle high volume of call
- Informed customer on product and services
- Compile reports on overall customer satisfaction

Core Skills

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| <ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Profound ability to work individually and in team • Basic skill in Microsoft packages • Ability to adapt, listen, persuade and transform • Clients orientation | <ul style="list-style-type: none"> • Self management and emotional intelligence • Ability to improve performance and satisfaction • Quality assurance • Content writing • Social media |
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Interests and Activities

Reading, Writing, Traveling, Researching and Volunteering

Referees

Availability on Request