

CHIDUBEM AMANDA OSUJI

Sex: Female
Date of Birth: 7th December, 1993
Marital Status: Single

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Career Objective.

I am seeking a position where my skills and personal competence can add optimum value in the Organization.

Professional Experience.

Quickcheck Nigeria.

Customer Support and Credit Collections Officer.

November 2019 – Till date

- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Recording customer interactions, transactions, comments and complaints on CRM.
- Keeping track of assigned accounts to identify outstanding debts.
- Contacting debtors to inquire of their payment status and implement repayment schedules and terms.
- Collecting outstanding debts from clients and achieve collection target to ensure positive cash flow.
- Negotiating payoff deadlines or payment plans.
- Investigating and resolving discrepancies.
- Updating account status and database regularly.
- Providing feedback on the efficiency of the customer service process.

Access Bank Plc.

Operations Officer.

March 2017 – March 2019

- Welcomed customers by greeting professionally.
- Answered telephone calls promptly to reflect professional corporate image.
- Ensured effective service delivery to customers (internal and external) within the Turnaround time (TAT).
- Processed cash, cheque and non-cheque transactions accurately for customers;
 - i. Cash payment (deposit) and collection (withdrawal) using FLEXCUBE.
 - ii. Collection and payment of in-house cheques upon verification of data.
 - iii. Revenue products sales and processing e.g. Remita, paydirect, E-bills payment.
 - iv. Funds transfer (Intra/Interbank) using AIP, Processmaker and Workflow.
 - v. POS transactions and reconciliation using TAMS.
- Assisted with solving problems or discrepancies on customers' accounts.
- Cross-sold bank products by answering inquiries; informing customers of new services.
- Maintained customer confidence and protected bank operations by keeping information confidential.
- Established and maintained effective business relationships with external and internal customers; improving communication between customers and company.
- Balanced daily transactions.
- Presided over all batch documentation and record keeping (Sort and file deposit slips, cheques and daily batch call-overs).
- Scheduled regular staff training to enhance product knowledge; improving customer service.
- Created spreadsheets to effectively balance transaction and merge till.
- Trained new staff on Bank applications and product information.
- Ordered supplies for the branch using FINTRAK.

Smile Communications Nigeria Limited.

Retail Sales/ Customer Service Representative.

February – July 2016

- Registered customers according to NCC guidelines.
- Sold and activated Smile devices.
- Sold Smile data bundles and airtime.
- Submitted complaints and responded to inquiries.
- Conducted outbound lead follow-up to potential and existing customers via telephone and e-mail to sell products and services.

- Monitored receiving, check-in, and stocking of merchandise to verify accuracy.
- Operated cash registers.
- Reconciled and documented daily sales transactions.
- Coordinated marketing campaigns for my outlet.
- Submitted daily report of sales (airtime and activation) and inventory.

**National Agency for Food and Drug Administration and Control.
Administrative Assistant.**

August 2014 – July 2015

- Received and filed applications for import permits.
- Cross-checked and verified scientific and legal documents.
- Retrieved companies' files for documentation.
- Forwarded companies' files to Regulatory Officers for vetting.
- Recorded the movement of companies' files amongst officers.
- Updated the Technical Officers/ Consultants of Companies about the ongoing applications.
- Computed and printed Warehouse Inspection Reports.

Education and Certification.

- **Lean Six Sigma White Belt in Customer Service** – Aveta Business Institute – September 2019
- **Project Management Essentials Certified (PMEC)™** – Management and Strategy Institute – August 2019
- **Certificate in Project Management** – Saylor Academy – June 2019
- **Certificate in Customer Service** – Saylor Academy – February 2017
- **B.sc in Biochemistry (2nd Class lower division)** – Covenant University – June 2014

Core Competencies and Skills.

- Computer skills: MS Office (Word, Excel, PowerPoint, Project, Outlook and Power BI).
- Communication skills: Verbal and non- verbal Communication.
- Time Management skills.
- Presentation skills.
- Team-spirit: Leadership and Membership with good interpersonal skills.
- Organization skills.
- Project Management skills.
- Research.
- Customer service.
- Product Knowledge.
- Email and Telephone Etiquette.
- Analytical and Problem solving.
- Emotional Intelligence.

Activities.

- Participated in Franklin Covey "*7 Habits of highly effective people*" Foundation. August 2017
- Published an Academic article on "*Climate Change*". July 2015
- Participated in Personality Development and Emotional Intelligence Training. September 2014 – June 2015
- Participated in Certificate in Leadership Development (CLD). January – March 2014
- Presented an Academic seminar on "*The Role of Nutrition in Stroke*". October 2013
- Participated in the International Biotechnology Symposium (IBS). April 2011

References.

- Available on Request.