

AKINDURO RACHEAL MAYOWA

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+ PERSONAL STATEMENT

I am very resourceful and skillful lady with high sense of commitment and thoroughly grounded to contribute my knowledge and skills in enhancing the growth and development of this reputable organization. A dynamic, hardworking and dedicated person, self-driven, trainable and eager to learn with high sense of determination in producing creative solutions, when working with own initiative or as part of a team. I am a goal-getter with that loves challenges and a knack for rising to any occasion.

+ PERSONAL DETAILS:

- Marital Status: Single
- Sex: Female
- State of Origin: Ondo
- Local Government Area: Okitipupa

+ PROFESSIONAL EXPERIENCE

2015 - Till Date AXA MANSARD INSURANCE Plc CUSTOMER SERVICE OFFICER

- Attend to walk-in customers and help resolve complaints, enquires and concerns in an efficient and professional manner.
- Ensuring that all customers are serviced properly within jurisdiction of service and specified turnaround time.
- Handle Negotiations when necessary (in case of policy termination) for customer retention purposes.
- Handle all Claims enquiries and direct Claims issues to the appropriate personnel and follow up to resolve.
- Handle all Policy Liquidations and Reconciliations.
- Carry out any other duty delegated by the Unit Head from time to time.
- Provide exceptional retail sales service to walk in customers, over the phone and email.
- General supervision and coordination of Admin functions and activities
- Assisting the Agency Office Manager of the branch in the daily operations of the business.
- Create further interest in the company's products by enlightening customers on other services offered and cross-selling.

- Collation of weekly and monthly reports on Sales, Enquires and Complaint
- Manage customer service related queries and CRM activities.
- Manage customer relationships, working with sales and marketing team to drive, develop and grow relationships with customers.

Nov. 2011 – Aug 2014 **CREATIVE FIELD SCHOOLS STAFF TEACHER**

Job roles;

- Developed and taught all subjects in primary school.
- Administered tests and examinations questions to evaluate students' performance
- Welfare Officer.
- Coordinating and monitoring of pupils.

2006 – 2010 **CHEMMER COMPANY LIMITED, LAGOS**

Job role; A Factory Worker.

+ EDUCATION

- ⊙ '09–'13 **B.ED, Bussiness Education Ekiti State University**
- ⊙ '97 – '02 **West Africa Examination Council (WAEC) Sari Iganmu High School**
- ⊙ '91 – '96 **Primary School Leaving Certificate- Alaafia Primary School, Lagos**

+ TRAININGS AND CERTIFICATION

- Feelings For Profesional; [The Customer Focused Company] 2019
- Berekkah Consulting Limited; [Customer Experience and Relationship Management] 2020

+ SKILLS

- Excellent interpersonal communication with active listening skills; able to put views across confidently.
- Creative insight with problem solving skills; excellent analytical conceptual thinking with keen power of observation.
- Skilled in Information Gathering, Management and Analysis.

- Able to calmly and efficiently make decisions under pressure and work with minimal supervision.
- Excellent client/customer relationship and public relations skills.
- Proficient use of Microsoft Office Suite (Excel, Word and Power Point)

HOBBIES: READING, LISTENING TO MUSIC, MEETING PEOPLE.

**REFEREES:
AVAILABLE ON REQUEST**
