

MODEST CHIBUEZE OPARAORIAKU

Executive Management, Fraud monitoring, Customer Experience Officer.

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OBJECTIVES

To work with an organization which provides me the opportunity to improve my skills and knowledge to grow along with

the organization's objective. A performance-oriented and committed individual adept in efficiently utilizing available

resources in completing assigned tasks. Hardworking and result oriented, bringing years in experience of meeting customer

needs via telecommuting roles. Skilled in listening to customers, meeting productivity targets and maintaining current

knowledge of company offerings.

Core Values: Integrity, Accountability, Reliability, Excellence in service and Enthusiasm.

WORK EXPERIENCE

Asset & Resource Management Company Limited Pension

Customer Experience Officer

September 2021 – Till date

☑ Attend to walk-in Client (enquiries, requests, and complaints) and ensure that their issues are met and resolved timely whilst meeting their expectations

☑ Authorization of update forms before forwarding to data management unit

☑ Process complaints/request received from Marketing Executive

☑ Exploiting customer interactions to solicit sales lead for the Business Development units

☑ Receive inbound calls and SMS from clients; process their enquiries & complaints providing relevant information

☑ Office Maintenance: - Serves as distribution channel for incoming and outgoing mails/documents

☑ Compute Retiree Benefits and advise on Withdrawal Options

Stanbic IBTC Bank

Customer Contact Center

March 2017 - September 2021

- ☑ Served as point of contact for customer inquiries.
- ☑ Responsible for directing calls to specialists within the banking organization
- ☑ Solved problems through good communication skills, good listening skills and problem-solving abilities.
- ☑ Answered incoming calls and responded to customer's emails.
- ☑ Managed and resolve customer complaints.
- ☑ Identified and escalated issues to supervisors.
- ☑ Provided product and service information to customers.
- ☑ Researched required information using available resources.
- ☑ Researched, identified, and resolved customer complaints using applicable software.
- ☑ Processed orders, forms, and application
- ☑ Route calls to appropriate resources.
- ☑ Documented all call information according to standard operating procedures

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Offline Sales Representative.

August 2016- February 2017

- ☑ Applied highly effective selling skills while properly engaging and presenting solutions to customers.
- ☑ Followed up with customers about resolved issues to maintain high standards of customer service.

CERTIFICATIONS & AWARD

Standard bank/Stanbic IBTC Bank Fraud Stop Award	2021
Learning Impact	2020
Business writing and communication	2020
Stanbic IBTC Bank Award of excellence	2020
Nigeria Inter-Bank Settlement System (NIBSS)	2019

Customer Service in a Digital Environment	2019
KloveHarris Limited	2018
Advanced Principle of Customer Service	2018

TRAINING

Telephone Usage
Occupational Safety and Health
Dove Computer Institute
Diploma In Desktop Publishing

EXPERTISE

- ☑ Relationship management
- ☑ Sales
- ☑ Customer service
- ☑ Communication
- ☑ Administration
- ☑ Operations

ACADEMICS QUALIFICATIONS

Nnamdi Azikwe University, Awka.
B.Sc. Parasitology and Entomology (Second Class lower division) 2010 - 2014
Government Secondary School, Owerri.
Senior School Certificate Examination (SSCE) 2001 -2007

ACTIVITIES

- ☑ President, NYSC (Jos south LGA)
- ☑ Social Prefect (Government Secondary School, Owerri.)
- ☑ Secretary Jet club
- ☑ Volunteer Red Cross

BIODATA

☐ SEX: MALE

☐ MARITAL STATUS: SINGLE.

☐ DATE OF BIRTH: 20 November 1990

☐ NATIONALITY: NIGERIA.

☐ STATE OF ORIGIN: IMO

☐ LGA: IKEDURU

INTEREST (S)

☐ Travelling

☐ Music

☐ Sports

☐ Psychology

REFERENCE

Available on request.