

PROFILE

To facilitate the achievement of organizational goals and enable dynamic growth by addressing any given task with creative and practical solutions.

LEADERSHIP AND VOLUNTEER EXPERIENCE

FINANCIAL SECRETARY

SUSTAINABLE DEVELOPMENT GOALS (NYSC)
[July 2020 – Dec 2020]

- Organize community services with the help of community members and companies in mbo local government akwa-ibom state.

VICE PRESIDENT

NATIONAL ASSOCIATION OF BUSINESS ADMINISTRATION STUDENTS
[Feb 2020 – June 2020]

- Responsible for ensuring smooth running of the Association.

ASSOCIATIONS

- National Institute of Management
- Chartered Institute of Customer Relationship Management

CERTIFICATES

- NIM
- Certified Customer Service Professional (Associate)

KEY SKILLS AND COMPETENCIES

- Excellent written and oral communication skills
- Ability to develop new skills and acquire knowledge quickly
- Computer skills: Microsoft Office proficient
- Customer Service Skills

AMANZE CHINEMEREM DARLENE

Contact Address: June 12 block T Abraham Adesanya estate.

Email Address: Darlene.chinu@gmail.com.

Phone Number: 081 67620770.

Gender: Female

DOB: 26/12/1994

EDUCATION

UNIVERSITY OF LAGOS

July 2021 - Dec 2022

Masters of Risk Management and Insurance (in view)

ALEX EKWUEME FEDERAL UNIVERSITY NDUFU ALIKE EBONYI STATE

July 2014 – August 2018

Bachelor of Science, Business Administration (Second Class Honors, Upper Division)

AMBASSADORS COLLEGE

2010 – 2013

West African Senior School Certificate

WORK EXPERIENCE

UK-DION GROUP

Customer Experience officer

[march 2022 – till date]

- Respond promptly to customers' calls, texts, emails through various communication channels and providing seamless customer experience to customers.
- Maintain up to date knowledge of investment products and recommend products that may better suit clients needs
- document customers interactions, manage and update records on daily basics using spreadsheets
- Initiate account creation for clients

GATATRANSPORT LIMITED

Customer service officer

[Jul 2021 – Feb 2022]

- Answer customer calls, texts, and emails through various channels
- Provide prompt resolution of customers complaints and process customer request.
- Keep record of customer interactions and transactions

LOFTY HEIGHTS

Intern (Business Analyst)

[July 2020 – Dec 2020]

- Serving as a liaison between stakeholders and clients
- Following-up to make sure that tasks are efficient and effectively carried out

BUSINESS LAB AFRICA

Intern (Business Associate)

[Feb 2020 – June 2020]

- Support setup process via BLA Portfolio Services
- Assist the development team with relevant information through research