

**EDIMAGOR BENEDICTA EJUGWU**  
**CUSTOMER SERVICE OFFICER**

Shoyebi Street, Omole Berger Lagos.  
+2349070525793, +2348036546760  
[benedictaedi@yahoo.com](mailto:benedictaedi@yahoo.com)

**PROFESSIONAL SUMMARY**

I am a professional with over five years of experience in customer service, customer relationship management, Client relationship and contact centre services. I have worked as a team member and knowledge champion providing quality service to client and organizations. I am a goal achiever, my skills make me stand out to help me create and retain relationship that generate revenue to the organization.

**CORE COMPETENCIES**

- Administrative Management
- Customer Advocacy
- Customer Service Management
- Customer Relationship Management
- Customer Service
- Good analytical and Problem Solving Skills
- Strong organizational/Documentation Skills
- Good Communication Skills
- Effective Communication and Interactive Skills
- Good with using Microsoft Office Packages

**Software/Tools:** Microsoft Excel & Word, Crm tools, Cisco Finesse, Flexible, Cellulant platform respectively.

**PROFESSIONAL EXPERIENCE**

**Eco Bank Nigeria Limited: Eco Bank Regional Contact Centre.**

**Post: (Customer Service Representative/ Complaints Resolution Team) Feb 2018 – Till date**

**Key Accomplishments**

- From the year 2018, I have been able to work in the Eco Bank regional contact centre firstly as an inbound call agent for one year, then proceeded to the complaints resolution department.
- I have been able to monitor a team of ten individual making sure we follow and abide by the structure guiding the rules for resolving customers complaints.
- I have also been able to monitor financial process which includes inflow and outflow of funds and balances.
- Preparing and presenting monthly reports to show revenue generated for the organization.
- Resolving client's issues.
- Making of inbound and out bound calls to customers
- Use of different APPS to resolve customer's issues promptly.
- Work hand-in hand with E-Banking Team/Settlement and Card Operations Team.
- Follow-up on customer's inquiries not immediately resolved.
- Refer unresolved customer's complaint to designated department for investigation and resolution.

**Communication Network Support Services Limited (CNSSL): Inter C Network,**

**Post: (Customer Service Representative): Jan. 2017**

**Key Accomplishments**

- Making in-bound/out-bound calls manage and resolve issues from clients.
- Maintains customer records by updating account information.
- Handle and resolve customer billing or service complaints in adherence to documented procedure

**OTHER EXPERIENCE**

*Sales Representative/Customer Service; Aframero Limited, Lagos* **Feb 2016 – Jan 2018**

*Customer Service Officer; Cross & Church Hill Real Estate Firm Lagos* **Jan 2015 – Feb 2016**

**Communication Network Support Services Limited (CNSSL): (MTN CALL CENTER),  
Post: Inbound Contact Centre Agent**

**Aug. 2014**

**Key Accomplishments**

- Render qualitative customer service to clients and customers.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Handle and resolve customer billing or service complaints in adherence to documented procedure and or process.
- Provide on request, clear information, updates on available products and services to customers.
- Follow-up on customer inquiries not immediately resolved.
- Refer unresolved customers' complaint to designated departments for investigation and resolution.
- Contributes to team effort by accomplishing related results as needed.

**GVA Partners**

**Post: MTN Customer Service Representative**

**April 2013 - 2014**

**Key Accomplishments**

- Making of out-bound calls to customers
- Updating of customers records on database
- Eyeballing
- Confirming and correcting customers information on database
- Contributing to team effort by accomplishing related results as needed.

**National Youth Service Corps (NYSC)**

**Post: English Teacher, Success Model Schools, Lagos**

**Feb. 2012 - 2013**

- Preparation of lesson notes on English Language and Phonics for Primary 5, 6, and Senior Secondary 2 and 3.
- Submission of monthly reports on pupils and students' progress in English Language and Phonics.
- Conducting examinations on English Language and Phonics subjects for Primary 5, 6, Senior Secondary classes 2 and 3.

**Government House Calabar, Cross River State**

**Post: Administrative Officer**

**2010 - 2011**

**Key Accomplishments**

- Assisting the Human Resources Manager
- Managing schedule, meetings and internal correspondence ensuring all staff is up-to-date with necessary news and information.
- Ensuring effective filing systems and security of all documents.
- Participated in decision – making meetings and provided strategic insights based on general service delivery and customer experience.
- Created negotiating terms and customer engagement initiative to enhance business relationship.

**EDUCATION**

*B.A. Degree in Linguistics & Communication Studies*

2010

*2nd Class Lower Division (2.2) University of Calabar, Cross River State*

*Senior Secondary School Certificate Examination (SSCE)*

May/June 2004

**Nigerian Navy Secondary School, Ojo Lagos**

*National Examination Council Organization (NECO)*

June/July 2004

**Nigerian Navy secondary School, Ojo Lagos**

**PROFESSIONAL BODIES/CERTIFICATION ATTAINED**

Participant on Customers how may I help you.

Mtn Customer Service Certificate

June 2014

Participant/Member

Cibn Certificate On Customer Ethics And Relation

(Chattered Institute of Bankers of Nigeria)

Nov 2019