**MBAH MARYANN IFEYINWA**

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**Career Summary:**

Results-driven customer service expert with 8+ years of experience delivering exceptional customer experiences across various industries. Proven track record in marketing strategy execution, team collaboration, and innovative problem-solving. Possesses excellent communication, interpersonal, and presentation skills.

**Work Experience:**

**Administrative Assistant**

**department of Business Administration, University of Africa, Toru orua, Bayelsa State- (**August 2023- Present)

* Managed calendars, scheduled appointments, and coordinated meetings for executives
* Handled email and phone correspondence, responding to inquiries and resolving issues
* Prepared and edited documents, reports, and presentations
* Maintained accurate and up-to-date records and databases
* Provided administrative support to departments, including data entry and filing
* Coordinated travel arrangements and processed expense reports
* Developed and implemented administrative processes to improve efficiency

**Achievements**:

* Improved office organization and efficiency by implementing a new filing system
* Successfully coordinated a large-scale event, resulting in positive feedback from attendees.
* Developed strong relationships with colleagues and members of the university by providing exceptional support.

**Customer Service Representative / Live Chat Agent (Remote)**

**Gift Cards to Naira-** Ikeja, Lagos (July 2022 - February 2024)

* Resolved customer complaints with empathetic communication, resulting in a 95% customer satisfaction rating
* Improved user experience by providing comprehensive assistance in website navigation and order placement, leading to a 25% increase in sales
* Consistently exceeded performance metrics, achieving an average handling time of 2 minutes and a first-call resolution rate of 90%
* Streamlined communication channels for efficient problem-solving across multiple platforms, reducing response time by 30%
* Collaborated with cross-functional teams to improve overall customer experience and identify new revenue opportunities, contributing to a 15% increase in customer retention
* Developed and implemented a knowledge base of frequently asked questions, reducing repeat inquiries by 30%
* Received frequent positive feedback from customers and colleagues, demonstrating excellent communication and problem-solving skills

**Brand Representative**

**Oriflame Cosmetics-** Ikeja, Lagos (February 2017 - Present)

* Communicated product value, quality, and style to educate and entice potential customers, resulting in a 50% increase in sales
* Increased brand awareness through event marketing, demonstrations, sales, and brand promotion, reaching over 1,000 customers
* Developed and maintained strong customer relationships, contributing to a 20% increase in brand loyalty
* Demonstrated expertise in product knowledge, providing sound advice and personalized recommendations to customers
* Contributed to social media content, documenting brand impact and engaging with customers online

**Skills**

* Customer Service: Excellent communication and interpersonal skills, with a proven track record of resolving customer complaints and exceeding customer satisfaction ratings
* Marketing and Sales: Strong understanding of marketing strategies and sales techniques, with experience in event marketing, brand promotion, and customer engagement
* Communication and Interpersonal: Excellent verbal and written communication skills, with the ability to work effectively with diverse teams and customers
* Problem-Solving and Adaptability: Proven ability to think critically and adapt to new situations, with experience in resolving customer complaints and improving processes
* Computer Operations: Proficient in computer operations, including Microsoft Office, Google Suite, and database management software
* Time Management and Organization: Strong organizational and time management skills, with experience in prioritizing tasks and meeting deadlines
* Teamwork and Collaboration: Proven ability to work effectively with cross-functional teams, with experience in collaborating with colleagues and stakeholders
* Adaptability and Flexibility: Willingness to learn and adapt to new situations, with experience in working in fast-paced environments

**Education**

* **Chartered Institute of customer relationship management, Bayelsa.**

Post Graduate Diploma, Customer Relationship Management (In Progress)

* **Chartered Institute of Human Resources Management, Lagos.**

Post Graduate Diploma, Human Resources Management. (2023)

* **Enugu State University of Science and Technology, Enugu State**

Bachelor of Science in Human Kinetics and Health Education (2021)

**Languages**

* English (fluent)