

ODOM ANDREW EBERE

E-mail: andychidiebere99@gmail.com

Phone Number: 08068825125

Address: 10 Babatunde Street, off Ogulana Ijesha Surulere, Lagos

Gender: Male

Personal Profile

Customer-Care Representative/ Client Service Representative

I am a highly driven professional with over 6 years work experience, 3 years in call centre customer service and the other 3 years, in client service. I possess a fine blend of skills working that enables me to work confidently and achieve my expected goals. I am looking for an opportunity to further apply learnt skills and be part of a dedicated -team, seeking to transform the economy of nations through customer and organisational satisfaction.

Problem solving skills

Good Communication Skills

Organisational Skills

Project Management

Negotiation and Persuasion

Phone Etiquette

Project Execution Support

Client Servicing

Business Development

Work Experience Summary

KAIGLO ONLINE LIMITED – February 2019 –2021

TEAM LEAD CUSTOMER SERVICE UNIT

- Customer support and satisfaction
- Telemarketing
- Inbound and Outbound calls
- Client Relationship

ISON BPO INTERNATIONAL February 2016- December 2019

CUSTOMER-CARE EXECUTIVE

- Customer service and satisfaction
- Telemarketing
- Created strategic direction for the marketing and generation of new markets for products and services
- Client Relationship

MTN NIGERIA May 2014 – December 2015

CUSTOMER-CARE/TEAM LEAD

- Strategic direction & team management
- Resolving customers challenges/ satisfaction
- Counseling Sections with agents.
- Inbound and Outbound Calls

Achievements

- Successfully ensured customers loyalty and achievement of organizational goals
- Quick customer solution time
- Development of new business online strategy

Moonlight Nigeria Ltd April 2012- April 2014

STOCK KEEPING AND MANAGEMENT

- Managing stock records
- Inventory Management.
- Goods management & welfare
- Sales and supply
- Freelance Marketing

Achievement

- High level coverage/insurance of stocks and management
- Increased motivation and effectiveness of staff through better benefit system

BENNY HOTEL JULY 2010 - May 2011

SUPERVISOR HOUSEKEEPING/POTTER

- **In house/ customer satisfaction**
- **Room servicing and maintenance**

IKENEGBU GIRLS HIGH SCHOOL, OWERRI JULY 2011 – JULY 2012

Class room teacher (NYSC)

- **Prepared the junior students for certification exam (WAEC)**
- **Lead the school to a successful inter-house sport competition.**
- **Strengthened the guidance and counselling department.**

Education and Qualifications

Nnamdi Azikiwe University, Nigeria – (B.Sc in Psychology) October 2010

Psychology

Ajeromi Ifelodun High School - (National Examination Council) June 2002

Professional Qualifications

AFRIHUB UNIT (University Mandatory information technologyQualification) (November 2012)

(November

Certification on information and communication technology

Achievements- skills information and communications

MTN CUSTOMER CARE SERVICE CERTIFICATE 2014 - 2015

Achievements- organisation and client relationship management

MS Office Suite – Ms Word, Ms Excel, Ms PowerPoint;

Extra-Curricular Activities

- Reading Travelling & Tourism Music Strategy

References: Available on request