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BEATRICE SADE OKORO

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Customer Support Officer

A customer service officer with 2+ years of experience across corporate organizations. Demonstrated passion for excellence with respect to treating and caring for customers, in call centre and retail operations with the proven ability to work towards exceeding targets. Skilled in telesales and familiar with the use of call-tracking tools in order to measure customer engagement.

CORE SKILLS

- Persuasion Skills
- Product Knowledge
- Emotional Intelligence
- Microsoft Office Suite
- Problem-solving
- Conflict Resolution
- Effective Communication
- Customer Relationship Management

PROFESSIONAL EXPERIENCE

Customer Support Officer
Dims mobile Ltd

May 2022 – Present

- Managed the process of researching possible customer complaint
- Wrote unique call response templates for the company
- Resolved complaints from 40+ callers weekly
- Crafted content for customer feedback's survey quarterly.
- Managed escalation to technical team

Customer Service Analyst
Capital Rock Investment Limited

Jan 2019- April 2022

- Responded to customers' emails and telephone calls (internal and external) to management
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.
- Educated the customer where applicable to prevent the need for future contacts and documented interactions through contact tracking.
- Utilized interpersonal and communication skills while providing exceptional customer service and engaging with customers to tailor advice and recommendations.

- Reviewed and responded to customer inquiries via web comment or email form.

Sales Officer

Mar 2018- Jan 2019

Sundty Food group

- Performed market research and stayed up-to-date with current market trends
- Identified interested customers, explained products and services, and initiated conversations.
- Prepared daily reporting and analysis metrics for a management team

KEY ACHIEVEMENTS

- Developed and maintained a new relationship with the organization's clients, helping them solve challenges.
- Provided a high level of customer service through a friendly approach, strong professionalism, and timely assistance with customer transactions.
- Ran social media accounts such as Instagram and Facebook and achieved a 22% increase in user engagement.
- Increased conversion rate of 'lead to clients on inquiries calls from an average of 65%-78%

EDUCATION

- **Bachelor of Science** **2017**
University of Bende, Nigeria
- **Personnel Management** **2016**
Customer Service Academy

CERTIFICATION AND TRAINING

- **Exceptional Customer Service, Sales, Marketing** **2019**
Tancus Consult
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