

MERCY ONYINYE ABATTAM

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PROFILE

Knowledgeable and dedicated customer service professional with extensive experience in telecommunication / financial institution industry, I'm passionate about promoting lasting customer satisfaction by delivering top-notch service and unparalleled support, effectively drives revenue with skilled promotional and problem-solving abilities.

Skills

- Goal driven
- Team Player
- Fast Learner
- Productive Mindset
- Exceptional Interpersonal skills
- Verbal and written communication skills
- Social Media Engagement
- Intermediate Micro soft skills
- Presentation and report writing skills

Education, Certificates & Affiliations

NISPA; Health, Safety and Environment Management	January 2020
Ison BPO; Customer Service Training	September 2018
NYSC (Discharge Certificate)	December 2018
Nnamdi Azikiwe University (B.Sc.)	October 2012 – August 2016
Tonia International College (SSCE)	October 2005 – June 2010

Work Experience

Customer Service Rep / Switch Operator at Ecobank Nigeria July 2019 – Present

- Operates telephone switch board to answer, screen, or forward calls, providing information, taking messages or scheduling appointments.
- Provides accurate, valid and complete information by using the right methods and tools.

- Greet persons entering the establishment, determine nature and purpose of visit and direct them to specific department
- Provide information about the establishment, such as location of departments or offices, employees within the organization or services provided. File and maintain records
- Collect, sort, distribute or prepare mail, messages or courier deliveries.
- Resolves product or service problems by clarifying the customers' complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment

Customer Service Representative at Ison BPO

Sept 2018 - Dec 2018

- Resolves product or service problems by clarifying the customers' complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment.
- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Maintains customer records by updating account information.
- Identifying and assessing customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods /tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.

Teacher/Guidance Counselor at Bashorun Ogunmola High School

Feb 2018 – Dec 2018

- Conducting practical to help make the learning process easy to assimilate.
- Setting of exams / test questions, marking exam manuscripts, grading and compilation of results in exam score sheet.
- Incorporated exciting and engaging activities to reinforce student participation and hands-on learning.
- Counseling students on academic, child to family responsibility personality development and career choice.

Therapeutic Daycare Center, Vocational Rehabilitation Center, Memfy's Neurological Hospital 2016

- Cultivated and maintained relationships in culturally diverse communities.
- Conducts intake interviews with clients who request counseling services and completes the required clinical documentation.
- Provides individual and group counseling to students on a scheduled basis or through crisis intervention.
- Utilizes psycho-diagnostic assessment procedures and psychometric methods to build rapport and guide discussion with patients.
- Documented diagnoses, interventions implemented and outcomes across outpatient clinics.

Interviewed, observed and surveyed patients to gain necessary information for psychological diagnosis

Interest

- Networking
- Traveling
- Reading
- Volunteering (Slum2school and Restructure Africa)
- Karaoke

References

- On request