

Chiamaka Omotunde Eze

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Objective

A graduate of Computer Science with fervor for tackling human based problems with the use of computer technologies whilst having competency in the areas of sales, administration, Client support and retention and business development. I have the Ability to succeed in a demanding work environment. I display outstanding implement practices and procedures in bringing significant improvements towards the successful attainment of organizational goals.

Work Experience

BUSINESS DEVELOPMENT SPECIALIST (REMOTELY) November 2023 - Date
Yield Exchange Inc.

- I work remotely from Nigeria with the team in Canada.
- I Promote the company's products and services to Clients Via Phone calls, emails, live chats and dedicated social media Channels.
- I contact new leads through telephone calls and Emails on a daily basis to convert them into active Clients.
- I develop and maintain good relationships with Prospective and existing Clients, ensuring they receive the highest level of service.
- I partake in team motivating, idea generation and product building.

SENIOR CUSTOMER SUPPORT EXECUTIVE August 2021 - November 2023
Rally trade

- I led a team of 6 customer support representative, Providing guidance, training and performance evaluations.
- I resolved escalated customer issues promptly and effectively, ensuring customer satisfaction and retention.
- I developed and Implemented strategies to improve customer support processes, resulting in about 70% increase in Efficiency.
- I conducted regular customer feedback analysis to identify trends and areas of improvement, leading to enhanced customer experience.

CLIENT SUPPORT AND RETENTION MANAGER January 2020 - July 2021
GIGA Media

- I assisted customers with product enquirers, troubleshooting and issue resolution via phone calls, emails, live chats.
- I maintained high level of professionalism and empathy while addressing customer concerns, resulting in positive customer feedback.
- CRM expert
- I Achieved and consistently exceeded monthly performance targets, including response time, customer satisfaction and retention and first call resolution.

CLIENT RELATIONSHIP MANAGER

September 2018 - August 2019

Council of Nigerian mining engineers and geoscientists.

- I built and Maintained strong relationships with Key customers and participated in Important customer meetings, negotiations and presentations to establish and strengthen business connections.

Education

Bachelor of Science, Computer Science

July 2014 - August 2018

Nasarawa state University, Keffi

SKILLS

- Organizational Skill
- Microsoft word
- Microsoft Excel
- CRM and sales softwares
- Power point
- Customer service, Chat support and Email Marketing.