

MALA, OLUWASEUN ELIZABETH

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ENTERPRISING, HARD-WORKING AND TECHNICALLY SKILLED individual known for accuracy, attention to detail and timeliness in performing her professional fiduciary functions for diverse-industry employers.

PERSONAL DATA

Date of Birth :	December 19, 1984	Religion :	Christianity
State of Origin :	Ondo	Sex :	Female
Local Govt. :	Akoko North East	Marital Status :	Single

KEY SKILLS

- Promotion Activation
- Report Writing
- Filling of Document
- Records Organization & Management
- Staff Supervision
- Spreadsheets Reports

PROFESSIONAL EXPERIENCE

MTN NIGERIA

Customer Care Representative Aug. 2011 – Oct. 2015
Key Result:

- Deal directly with customers queries either by telephone or electronically and educating them in MTN products and services
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information
- Perform customer verifications
- Set up new customer accounts
- Process orders, forms, applications and requests
- Organize workflow to meet customer timeframes
- Direct requests and unresolved issues to the designated resource
- Manage customers' accounts
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Prepare and distribute customer activity reports
- Maintain customer databases
- Manage administration
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process

NIGERIAN BOTTLING COMPANY

July 2009 – July 2010

NYSC (National Youth Service Corps)

Safety Administrative Officer***Roles:***

- Performing test analysis on Petrochemical supplies to the company
- Organizing safety training and induction programmes for visitors and contractors, etc

CHIVITA COMPANY NIGERIA PLC

Industrial Attachement

Quality Assurance Officer

Aug 2008 – Nov 2008

Key Results:

- Microbiological analysis of raw materials and finished products
- Ensuring that they attain standard quality, etc

PROFESSIONAL QUALIFICATION

Structured Query Language (SQL)

Oracle 11g Data Base Administration

2011

EDUCATION

B.Sc Micro Biology (Second Class Lower)

Obafemi Awolowo University, Ile Ife

2008**Senior Secondary School Certificate**

Federal Government Girls College, Akure

2001**Primary School Leaving Certificate**

ST. Loius Nursery and Primary School, Akure

2000

COMPETENCIES & SKILLS

Languages: English (Native) Yoruba (Native)

Software Skills: Knowledge of Microsoft Windows
Internet user skillsKnowledge of Microsoft Word
Excellent typing skillsOther Skills: Excellent Customer Service Skills.
Strong Analytical Skills.
Commitment to Call Centre Success.
Excellent Interpersonal Skills.
Team Building & Team Management Skills, etc.Professional Phone Manner.
Excellent Written, Communication and Documentation Skills.
Good Organizational Skills.
Good Negotiation Skills.Expectation: Attend all in-house training.
Attend outside training classes to improve customer service skills.
Promote reliability and dependability, etc.

HOBBIES

Reading, music and playing card games

REFEREE

Available on request