

JOAN NKEIRUKA CHUKWURAH

DOB: 06/02/1988
Phone: +2348038155116
Address: 67 OGBUGA STREET, OGBUNABALI ROAD, PORT-HARCOURT.
Place of Origin: Delta State, Nigeria.
Email: joan_chukwurah@yahoo.com
Gender: Female

Experience

Port-Harcourt Electricity Distribution Company (2015 – Present)

Customer Service/Resolution Coordinator

- Ensures customer's complaints are handled in compliance with company's policies.
- Ensures quality service is provided to both internal and external customers.
- Investigates and provide first line resolution.
- Interacts with customers to provide and process information in response to enquiries and concerns.
- Supervision and coordination of resolution reports from customer care officers in other district business units.
- Liaises with internal departments on process control and improvement management.

MTN Nigeria (2012 – 2015)

Customer Care Representative

- Resolution of Customers Complaints.
- Providing detailed information about company's products and services.
- Ensuring first call solutions on every call.

Federal Airport Authority of Nigeria, Kano (FAAN) (2009 – 2012)

Service/Operations Officer, Mallam Aminu Kano International Airport

- Coordination of flight operation.
- Routine Inspection of Terminal infrastructures and facilities.
- Check in of passengers by scrutinizing the travel documents, using the airlines checking-in systems
- Confirming security details from passengers regarding their identity and baggage.
- Weighing and determination of excess baggage for identification and fees.
- Attending to passengers' inquiries and providing direction

Education

University of Lagos, Lagos State (2013-2014)

MSc. Public Administration and International Affairs.

E-Corporate Computer Training Services. (2008)

Diploma in Data Processing.

University of Port Harcourt, Rivers State

B.Sc. Economics.

Training

- SAMSUNG Real Dreams Entrepreneurial Programme. 2010
- How May I Help You Programme. (22nd August – 7th September) 2011
- Value Based Customer Service. (4th of April) 2013

Skills and Qualities

- Communicates in 3 major languages of Nigeria
- Proficient with computer programs and software.
- Customer Service.
- Data and Office suite proficiency.
- Analytical and problem-solving skills.
- Asset, facility & tools management
- Good knowledge of logistics, yard/terminal operations and supply chain management.
- Quick hands-on learning capacity.
- Warehouse and storage management.
- Multi task performance and versatility.
- Good inter-personal skills.
- Self-motivated and target oriented.
- Project management skills.
- Team work and effective communication.

Referees

Mr. Amos Egwuabor
MTN Nigeria.
Team Lead Customer Care Centre.
07062022258.
asksomare@yahoo.com

Mrs. Khadijah Mamma
Terminal Operations Officer.
Mallam Aminu Kano International Airport.
08035666283

Mr. Akinbola Oladimeji
PHEDC.
Customer Service Manager.
08060596208
Akinbola.oladimeji@phed.com.ng