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# Patience Oluchi Odibe

Ibadan | 08068169181 | patienceoluchi685@gmail.com

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## Summary

Dedicated, empathetic, and detail-oriented Customer Service Representative with over 2 years of experience resolving customer inquiries, communicating effectively, boosting satisfaction, and offering administrative support. . Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

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## Skills

- Active listening
- Problem solving
- Time management
- Situational awareness
- Retail store support
- Complaint handling
- Positive and professional
- Banking operations support
- Professional telephone demeanor
- Customer satisfaction measurement

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## Experience

**CUSTOMER SERVICE REPRESENTATIVE** | 01/2023 - Current

**Career Crafters Academy**

- Assisted customers with inquiries and resolved issues promptly and effectively.
- Maintained accurate customer records in the company's CRM system.
- Collaborated with team members to improve service delivery processes.
- Educated customers on services and programs offered by the academy.
- Handled customer complaints with empathy and professionalism to ensure satisfaction.

**COMMUNITY HEALTH VOLUNTEER** | 01/2023 - 01/2024

- Collaborated with local organizations to promote health initiatives.
- Educated community members on health and wellness topics.
- Assisted in organizing health fairs and outreach events.
- Facilitated workshops on nutrition and disease prevention strategies.
- Collected and analyzed community health data for reports.

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## Education and Training

**Imo State University - Sc Holder**

Physics

**Career Crafters Academy - Ibadan**

## **Certifications**

- CRM Systems Training, Zendesk/Asana
  - Effective Communication Skills for Customer Service
  - Customer Service and Support
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## **References**

Available on request

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## **Hobbies and Interests**

- Team collaboration
  - Researching and surfing the internet
  - Personal Development
  - Explore and Learning
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## **Volunteer Experience**

Community Health Volunteer, 01/01/23, 12/31/24, Assisted in the appointment coordination during free medical outreach programs and nonprofit customer engagement role., Participated in team-building activities and cross-functional projects., Managed volume of electronic mails for team.