

Shedrack

Krinbut

Customer service representative

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Experienced and reliable customer service officer with experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

Experience

IT Support intern
Code Plateau

2023 - Present

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Changing configurations, settings and permissions to fix computer issues
- Generating sign ins for new hires during the onboarding process
- Updating employees on the status of their service requests
- Logging all service requests and updating tickets as needed

Customer Service representative
GrowthExpero

2022 - 2023

- Identifying and assess customers' needs to achieve satisfaction
- Building of sustainable relationships and trust with customer accounts through open and interactive communication
- Provided accurate, valid and complete information by using the right methods/tools
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Customer Service representative intern
Smartweb Nigeria Limited

2015 - 2016

- Provide courteous and efficient service to customers, addressing inquiries and resolving issues promptly
- Manage a high volume of customer interactions through various channels, including phone and email.
- Collaborate with cross-functional teams to ensure timely and accurate resolution of customer concerns.
- Maintain detailed records of customer interactions and transactions.

Education

2017 - 2023

University of Jos
Bachelor of Science, Business Administration

Certificates

- Aws Cloud Practitioner (2021)
- Evidence of Data Collection for problem solving (2021)
- Web Analytics (2021)
- Digital Marketing (2020)
- Communication and interpersonal skills at work (2021)
- Cisco cyber security (2021)
- Product Analytics (2023)

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Skills

- Customer services
- Customer Acquisition
- Team collaboration
- Google Sheets
- Microsoft Office
- Computer Networks
- Client Relationships
- Call Centre Operations
- Reporting & Analysis
- Complaint resolution
- Business Development
- Syetem & Software installation