

EZINNE AKAA

Port Harcourt, Nigeria

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PROFESSIONAL SUMMARY

Qualified customer care representative with 3 years in a fast-paced customer service and call center environments, personable and professional under pressure.

SKILLS

- Clear Communication
 - Attention to detail
 - Ability to Multitask
 - Computer Knowledge
 - Effective Listening
 - Conflict Resolution
 - Problem Solving
 - Positive Attitude
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WORK HISTORY

2019 - current

Customer Service Representative

Brief Talk News – Port Harcourt, Nigeria

- Responding to calls, chats and comments on website and social media
- Content creation and daily post of news contents
- Advertisement placement for companies
- Develops reputation as an efficient service provider with high levels of accuracy

2017 - 2019

Customer Service Representative

Zi Empire Signature – Port Harcourt, Nigeria

- Handled acceptance of delivered packages, checking and ensuring proper product type and amounts.
- Handled orders and deliveries to ensure all products ordered are promptly delivered to the right customers.
- Routinely answered customers queries regarding products and pricing.

2016 - 2017

Corporate communication Intern

Masters Energy Oil and Gas Limited – Lagos, Nigeria

- Proof reading and editing of documents and correspondences as need arises.
 - Collation and proper documentation.
 - Store keeping of items/Stationeries.
 - Performing secretarial duties during departmental meetings.
 - General administrative functions.
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EDUCATION

2015

Bachelor of Arts: Linguistics and Communication Studies

Abia State University, Uturu – Abia, Nigeria