

## **EZINNE AKAA**

Port Harcourt, Nigeria

+2348066361727 – akaaezinneu@gmail.com

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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.

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### **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