

ELIZABETH NYAME

SUMMARY

Well-qualified customer service agent proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments. Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering 5 years of experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations. Articulate professional with experience communicating organisational decisions with customers to achieve understanding and acceptance. Creates intellectual work environments conducive to stimulating and exchanging ideas. Confidently expresses goals and explains concepts to achieve project goals.

EXPERIENCE

Customer Service Executive, 11/2021 - 11/2022

Aster DM healthcare - Dubai, UAE

- Warmly greeted patient with positive telephone etiquette, asking well-rounded questions to identify issues.
- Exceeded targets by delivering comprehensive and consistent service.
- Resolved complaints with proactive problem-solving and analysis.
- Escalated complex issues quickly to supervisors to avoid lost revenue.
- Offered detailed product and service advice based on customer needs.introduced our new health packages to customer
- Updated patient files and medical records using HIS,PMS system.
- Controlled patient flow and managed queries to minimise patient waiting times.
- Used assessment findings to action necessary care plan adaptations.
- Developed and championed accessible, practical solutions for recurring problems faced by service users.
- Managed 150+ daily calls, taking bookings and assisting patients with their needs.
- Adapted communication style to match different customer personalities, facilitating smoother transactions.
- Stayed up to date on product specifications, prices and range details by reading product manuals.



CONTACT

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SKILLS

- Expertise in customer relation
- Practised problem solver
- Team player
- POS systems expert
- Customer service expert
- Adaptive team player
- Store maintenance
- Staff education and training
- Complaint resolution
- Results oriented
- Fashion knowledge
- Multi-line phone talent

- Conducted follow-up calls with customers to gauge satisfaction and encourage repeat business.
- Use KPIs to measure milestones, obtain insight and verify progress.
- Identified customer needs through effective questioning, recommending suitable products or services.
- Called existing customers to establish and understand motivations for buying and collecting.

Customer Service Agent, 08/2019 - 09/2021

IKCON - Dubai, UAE

- Acted as first point of contact for customer issues and queries, resolving effectively and efficiently.
 - Used excel to log customer information and data records within agreed guidelines
 - Continuously exceeded hundred call targets through consistent hard work and self-motivation.
 - Performed in-depth research to answer more complex questions.
 - Cultivated strong value-added relationships with customers and drove business development by delivering product knowledge.
 - Guaranteed positive customer experiences and resolved all customer complaints.
 - Informed customers on procedures, processed refunds and provided assistance to set up payment options.
 - Answered 100+ inbound calls per day to address customer inquiries, resolve issues, and provide information on new products and services and directed inbound calls to designated individuals or departments.
 - Assisted customers with questions and concerns.
 - Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
 - Obtained information to resolve customer inquiries such as allergies
 - Collaborated well with other customer agents to deliver consistent service across various platforms.
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ACCOMPLISHMENTS

- Resolved product issue through consumer testing.
 - Used Microsoft Excel to develop inventory tracking spreadsheets.
 - Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
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EDUCATION

GCSE, 05/2014

Presbyterian Senior High - Ghana

A-Levels, Education, 03/2016

Pentecost University - Accra