

# AROKS EBIERE ESTHER

## PROFESSIONAL PROFILE

To harness my acquired skill experience and exposure within a system organization that strive to maintain continuous growth (effective and Efficiency) and competitive advantage for profit..

## CONTACT ME:

Mobile: 07083288202

Email: ebiquester1@gmail.com

Address: 24 Road L Close Block 2 flat 9  
festac town Lagos.

## PROFICIENCIES

- Good communication and interpersonal skills
- Proficient in computer usage
- Focused, hardworking and result oriented
- Team worker and fast learner
- Proficient in customer service
- Ability to use CRM (Customer Relationship Management)

## EMPLOYMENT HISTORY

### Telemarketing (outbound)/ Inbound Resolution/Chat response/Email response

Guaranty Trust Bank PLC Jan 2018 - Till date

- Attending to customer's inquiries
- Reviewing account opening documents
- Resolving customer's debit card documents
- Distributing debit cards to customers
- Assisting customer with internet banking
- Assisting in controlling crowd in the banking hall with issues encountered while using the mobile banking

### Telemarketing (outbound)/ Inbound Resolution

Outcess Solution Nigeria Limited July 2017 - Dec 2017

- Ensuring excellent customer service experience over the phone
- Intimating customers on new products and services as well as promo offers
- Up-selling of company products and services over the phone
- Ensuring customer retention via Customer Relationship Management techniques
- Acting as intermediary between customer and resolution department for escalated queries
- Ensuring proper follow- up with customers on queries

### Executive Marketer

Sure save investment limited May 2017 - July 2017

- Analyze current customer base, including portfolios to identify potential sales opportunities
- Identifying / Prospecting for new sales and opportunities
- Achieving growth and hitting sales targets by successfully managing available resources
- Build strong relationships with customers, outside business contacts, and company stakeholders
- Increase overall sales efficiency and profitability through excellent salesmanship

## REFEREES

Mr Padonu-williams, Mauton Isaac  
CEO Mazic multi-service company limited  
08029445939

### **Olorunselu Oluseyi**

Guaranty Trust Bank,  
Opebi branch  
Outbound  
contact center supervisor  
08034416854

## EDUCATIONAL HISTORY

### **Niger Delta University**

Bachelor of Science in History and diplomacy , 2015

### **Festac Senior college**

Senior School Leaving Certificate (SSCE) 2009