

ALLEH AHIMIAFERE PHILIP

FCT-Abuja, Nigeria.

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Career Objective

A resilient and self-motivated customer service representative, dedicated sales executive, and a resourceful virtual assistant with proven skills of establishing relationships with clients providing unsurpassed support to demanding customers, offering experience in related roles, as well as a passion for improving service delivery, enhancing knowledge, and exceeding expectations, detailed-oriented and analytics data assistant with fundamental adaptability to new technology, experience at providing remote and administrative support to busy professionals worldwide, seeking to continually engage my skills to increase the organization's productivity and sales revenue while ensuring high customer satisfaction.

Core Skills

- Professional use of business communication tools such as Zendesk, Trello, Slacks, Hubspot, Asana, etc.
- Experienced use of various video conferencing software and App like Google Meet, Microsoft Teams Zoom, etc.
- Excellent communication skills in writing and oral presentations
- Online chatting and telephone support when it comes to communicating with customers.
- Complaint resolution: manage customer inquiries and requests, and proffering solutions.
- Detailed-oriented and Receptive to Training.

Work Experience

Tibjec International Limited

Virtual Assistant

Lokoja, Nigeria

Nov. 2021-Till Date

- Strategically led prospective customers to decide on the best Agro products.
- Answered constant flow of customer calls with minimal wait times.

- Executed travel arrangements by researching and booking flights and accommodations online for the CEO.
- In charge of managing calendars to strategically coordinate meetings, appointments, and events.
- Managed logistics for each meeting and took detailed notes to later disseminate information to key stakeholders.

FCT Microfinance Bank Limited
Customer Service Associate

Abuja, Nigeria.
Feb. 2017-Sep.2021

- Monitor loan due date and alert various account Officers to ensure proper follow-up.
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- Generated leads and increased customer base through participation in market activities.
- Placed orders with the supplier for the production of stationeries, supervise the delivery and ensured that the standard and specifications are met.
- Proactively managed order cycle to enhance business development maintained sustainability and customer satisfaction.
- Facilitate inter-departmental communication to effectively provide customer support and drive satisfaction.
- Responsible to delivered sales presentations to new clients, explaining technical information in a simplified language to promote feature sales and increase customer base.
- Coordinate sales effort with the marketing program.
- Monitored customer buying trends market conditions, and competitors' actions to adjust strategies, and achieve sales goals.

Japaro Hotel Limited
Customer Service Representative

Abuja, Nigeria.
Jan.2016-Feb.2017

- Responsible for handling reservations and booking appointments for clients.
- Educate clients on the various suites that befit their status.
- Assisted customers via live chats and emails.

- Maintained customer satisfaction with forward-thinking strategies focused on managing customer inquiries and issues and resolving concerns.
- Operate relevant cash register
- Answered constant flow of customer calls with minimal wait times.

Pinnacle NGO

Data Entry Associate

KOGI, Nigeria

March 2014-Dec.2015

- Ensure proper documentation and entry of 3,000 beneficiaries' information and protect it from unauthorized access.
- Created and submitted 3,000 beneficiary accounts for the disbursement of N200,000 for each beneficiary.
- Handled and maintained over 15,000 databases clusters account of beneficiaries.
- Created reports and analyzed data to provide quality information for decision-making and presentation.

Educational Qualification

National Youth Service Corps (NYSC)

2012

The Federal Polytechnic - Kaura Namoda, Zamfara State.

- Higher National Diploma in Business Administration and Management 2010
- Member of National Association of Business Administration & Management Students (NABAMS).
- Continuing education in Nigerian Institute of Management (chartered) Proficiency Certificate in Management.
- Certificate of Awarded, Most Punctual Male Student. National Association of Management Students.

Professional Training

Virtue Plus Integrated Nigeria Limited

Business Development and Continuity Training.

2020

Investment Managers and Asset Consulting Limited
Certificate in MSMEs Capacity Building Summit

2018

Courses:

- . Strategic Thinking for Entrepreneurship Development
- . Strategic Marketing Techniques
- . Funding Sources for Entrepreneurship
- . Effective Business Plan
- . Budget and Financial Analysis

Saint Herk Computer School

Certificate in Diploma in Data Processing.

2006

HOBBIES

I enjoy chatting with my tech community, reading fictional and motivational books, and socializing with friends and family.

Language.

English - Fluent