**ENENDU AMARA BENITA (NEE OBIEKWE)**

**08088991062, 08037767659**

**21C Peaceland Street, Carpenter Community, Ologuneru, Eleyele Ibadan Oyo State**

[**Benitaenendu@gmail.com**](mailto:gist4amara@gmail.com)**,**

**PERSONAL DATA**

**Date of Birth:** 13th July, 1985

**Sex:** Female

**Marital Status**: Married

**Local Government:** Ezeagu Local Government

**State of Origin:** Enugu

**Religion:** Christianity

**CAREER OBJECTIVE**

* To cut a niche of service excellence through a synergy of hard work and integrity, toward achieving the best of the Organizational set targets.

**Summary of Educational Qualification**

* Masters in Industrial and Personnel Relations (MIPR). University Of Ibadan, Oyo State - Sep, 2015.
* Enugu State University of Science and Technology, Enugu State. (B.Sc. Hons) Applied Microbiology. Dec 2007.
* Conflict Management Training Certification ISON BPO Training/Quality Units (2014)
* Lean Six-Sigma Yellow Belt Training – SPANCO BPO Training/ Quality Units (2014)
* First Time Manager Training Certification- SPANCO BPO Training/ Quality Units (2013)
* CCADP – ZAIN Telecoms (2011) -An Introductory Course to Dynamic Call Center Profession.
* Community Secondary School Awha Ndiagu, Ezeagu LGA, Enugu State. (SSCE) June 2003
* Police Children s’ School Enugu, Enugu State (First School Leaving Certificate – 1996).

**WORK EXPERIENCE**

Team Lead Operations (Ison BPO International) (December 01 2012 – Till Date)

Ison BPO International (3rd Floor Old Kingsway Building, Dugbe. Ibadan)

Responsibilities:

* Lead, Coach and Support aligned (over 100) Call Center Agents.
* Communicate and ensure adherence to Call Center Performance targets (AHT, Shrinkage, Quality benchmark, adherence to schedule, Log-on duration, Service Level Agreement, Utilization etc)
* Monitor Calls (remote monitoring and side-by-side approach) and provides feedback to agents
* Generate daily Call Center & Agents’ Performance Reports (APR) – to measure Gaps and run Training Needs Analysis.
* Generate daily Attendance, Downtime, Work Schedule, Work-Offs, Agents Improvement charts, Trend Analysis etc) using MS Excel, MS Word and AVAYA Monitoring Tools & Reporting interface.
* Review Agents Performance and calculate Agents’ KPI (monthly).
* Make weekly Presentations to Management Team on Team’s Performance - using MS PowerPoint (Weekly Review).
* Drive Customer Experience PAN African Project (WoW Quality Calls).

Acting Team Lead Operations (September 2012 – November 2012)

Ison BPO International Temporal site at CBT – University of Ibadan)

**Responsibilities**:

* Coach and render floor support to agents ( in a team of about 20)
* Communicate and ensure adherence to Call Centre Performance targets (such as AHT, Shrinkage, Quality benchmark, adherence to schedule, Log-on duration, etc)
* Monitor Calls (side-by-side approach) and provide feedback to agents

Generate daily reports (such as Attendance, downtime, Agent performance reports, Work schedules and work-offs, Agents Improvement chart/Typing Speed analysis) using MS Excel, MS Word and AVAYA.

Call Center Agent (Spanco Abuja Call Center) (May 01, 2012 – September 2012)

Spanco Channel BPO (Plot 2419 Shehu Shagari Way Asokoro, Abuja)

Responsibilities**:**

* Answer in-bound Call Center calls from Airtel customers (applying telephone etiquette, enthusiasm, voice quality, listening, probing and complaint handling skills in resolving complaints, queries and requests).
* Ensure that defined Call Center Performance targets (such as AHT, adherence to schedule, SLAs, set number of calls, etc) are met.
* Deliver Quality customer service (utilizing excellent knowledge of products and services.

Inbound-Call Center Agent (Zain/Airtel Abuja Call Center) (March 2011 – April 2012)

Airtel Telecoms Ltd (HRINDEXX) (Plot 2419 Shehu Shagari Way Asokoro, Abuja).

Responsibilities**:**

* Maintain direct interaction with ZAIN and Airtel customers via in-bound calls and ensure positive experience on calls (i.e. high customer satisfaction level - by applying telephone etiquette, voice quality, listening, probing and complaint handling skills.
* Ensure that defined Call Center Performance targets (such as AHT, adherence to schedule, SLAs, set number of calls, etc) are met.
* Deliver Quality Customer Service (utilizing excellent knowledge of Products and Services; and efficient proficiency in systems and applications).

***Telemarketer (VIP Express Limited). (Vacation Investment Portfolio) 2010- 2011***

**VIP Express Limited Sheraton/Opebi link way Ikeja. Lagos.**

Responsibilities:

* Promotion of organization, product and services via telephone
* Maintaining relationship with prospective and existing customers.
* Supplying clients with information about new developments concepts and packages.

***Government Girls’ College Bauchi, Bauchi State. 2008 – 2009 (NYSC)***

National Youth Service Corps- Biology department.

**Key Achievements**

* My Team was the top performing Team from January,2013 to April,2019
* I was part of the first Operations Support Staff that started-up Spanco Ibadan Call center in September 2012 (as Acting Team Lead).
* I was part of the team that achieved the #30,000,000 inbound up selling monthly targets in 2014 and 2015.
* I consistently maintained a high Product Knowledge In Airtel Process (an average Product Knowledge Test score of above 95% through-out all quarters in 2013 to 2019
* I was the smile champion of the Raining smile project in January, 2014.
* I was the best Team lead in December, 2014 and maintained consistency in this regard from January’15 to March’15.
* Member panel of recruitment Ison BPO.
* I manage systems and applications for over 500 call Centre Agents and Support Staff.
* Member Repeat Reduction Project. 2018 till date.

**Skills**

* Proven Coaching, Leadership, people and Conflict Managements skills.
* Proven recruitment skills.
* Sound Knowledge of Global Mobile Data Services
* Excellent Knowledge of Microsoft Office Packages (Word, Excel, PowerPoint, etc) ·
* Excellent listening and Communication Skills (voice quality, grammar and articulation) ·
* Excellent negotiation and Analytical Skills
* Ability to work with minimal supervision
* Ability to cope in a challenging and dynamic environment
* Ability to function in as an effective team-player ·
* High proficiency in speaking, reading and writing of English and Igbo languages.

**Referees**

Available on request.