

Jane C. Nwani

Customer Service | Sales and Representation

CONTACT



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EDUCATION

EASTERN MEDITERRANEAN
UNIVERSITY
Bachelor of Architecture
2023

- Honors academic awardee (AY. 2020-2021), (2022-2023)
- High Honors academic awardee (AY. 2019-2020)
- Honors academic awardee (AY. 2018-2019)

CAREER HIGHLIGHTS

- **Upselling and Cross-Selling Success:** contributed to increased revenue generation for the company.
- **Rapid Learning Curve:** ability to quickly grasp product knowledge and company policies.
- **Adaptability:** capacity to navigate diverse customer interactions, personalities and situations.
- **Training and Mentorship:** active participation in training sessions for new representatives.

EXPERTISE

- Data Entry and Documentation
- Technical Proficiency
- Company Service Knowledge
- Effective communication skills
- Team collaboration
- De-escalation techniques

PROFESSIONAL SUMMARY

A multi-faceted individual ready to contribute a unique blend of architectural acumen and digital marketing expertise to a growth-focused professional environment.

Adept at leveraging analytical skills and creative problem-solving to enhance digital visibility and user experience.

Strong communicator with a demonstrated ability to collaborate across multidisciplinary teams, ensuring seamless project execution.

EXPERIENCE

INSURANCE SUPERMARKET INTERNATIONAL INC. - ON, CANADA.
INBOUNDER- Customer service representative (AUG 2022 – OCT 2022)

Reporting to the team lead, responsibilities include processing inbound and outbound calls for CA and USA traffic, qualifying leads and making live transfers.

- Provided exceptional support 15+ customers a day from the first month, in business to consumer relationships.
- Handle high call volumes, difficult customers, and stressful situations while remaining composed and focused on providing solutions.
- Meeting required performance metrics in response time, call handling and customer satisfaction.
- Accurately documenting customer interactions, inquiries, issues, and resolutions in a CRM system, i.e. Excel.

SALAMIS BAY CONTINENTAL HOTEL - YENİ BOĞAZIÇI, NORTH CYPRUS
Front server -wait staff (JUL 2021 – SEPT 2021)

Reporting to staff manager, responsibilities include providing customer service, sales and food safety compliance.

- Delivered exceptional client service to an average of 50 customers a day per shift , during peak times.
- Memorized multiple menu items, accurately recording and relaying food and beverage orders to the kitchen and bar, while accommodating special requests and dietary restrictions.
- upselling by suggesting additional items, such as appetizers, desserts, or premium beverages, to enhance the dining experience and increasing revenue.

EASTERN MEDITERRANEAN UNIVERSITY
Assistant tennis court manager (JUL 2019 - JAN 2020)

Reporting to court manager, responsibilities include operations management, communication and reporting.

- Facilitating all cash handling and book keeping of customer transactions, managed the CRM system.
- Enforce safety protocols and guidelines, ensuring all players adhere to court rules and regulations for a secure playing environment.
- Monitor and manage inventory of tennis equipment, ensuring availability and proper condition of racquets, balls, nets, and other essentials