

CYNTHIA OKE TONWE

+2348065424876| Lagos state, Nigeria | cynthiatonwe0507@gmail.com | www.linkedin.com/in/cynthia-tonwe-2a8444220 | Skype ID: live:..cid.a1ca93cc0604cc0d

Professional Summary

As a Customer Service Representative with over three years of experience, I have consistently exceeded expectations, quickly advancing to Administrative Team Lead. My focus on customer satisfaction, combined with strong communication and problem-solving skills, reflects my dedication to excellence and making a meaningful impact.

Areas of Expertise

Communication skill	Attention to details	Team leadership
Active listening	Inbound and outbound call	Empathy
Problem-solving	Product knowledge	Time management
Microsoft office	Conflict resolution	Organizational skills
Phone etiquette	Patience	Google workspace & Microsoft Office

Work Experience

First Property Hub Profile Limited

Administrative Team Lead and Accountant

March 2023-September 2024

Improved employee retention by 30% through better communication and revamped benefits.
Accomplishments:

- Directly manage office operations, improving scheduling efficiency by 20% and reducing meeting conflicts by 15%.
- Trained and mentored new team members, resulting in a 45% increase in team productivity and overall performance.
- Managed financial records and kept monthly financial statements for clients, improving cash flow by 20% and reducing audit discrepancies by 15%.
- Processed invoices and payments for vendors and land sellers, cutting payment delays by 30%, and oversaw payroll for 100+ employees, reducing errors by 25%.
- Implemented document management systems and oversaw office operations, cutting paperwork processing times by 35% and reducing operational costs by 12%.
- Lead performance evaluations, offering feedback and fostering growth opportunities within the team.
- Implemented a new feedback system, leading to a 40% improvement in response times and a 25% boost in customer retention

First Property Hub Profile Limited

Customer Service Representative

January 2022 -2023

Exceptional customer service led to my promotion to Administrative Team Lead and Accountant, where I oversaw a team of 10.

Accomplishments:

- Delivered prompt and effective responses to over 150 customer inquiries daily via phone, email, and chat, with a 90% first-contact resolution rate.
- Enhanced sales by 25% by providing relevant product information and addressing customer needs related to land offerings, pricing, and promotions.
- Resolved 92% of complaints within 24 hours, achieving a 88% customer satisfaction rate and significantly boosting loyalty.
- Managed and analyzed customer feedback data to identify trends and implement proactive solutions, enhancing overall service delivery.
- Developed and maintained comprehensive FAQs and knowledge base articles, reducing average customer inquiry handling time by 30%

Education

Federal University of Technology, Minna, Niger State

[B. Tech in Entrepreneurship and Business Technology (in Finance) Second Class Upper Honors] 2021

Federal Polytechnic Bida, Niger State

[National Diploma Accountancy (Grade; Distinction)] 2015

Certifications

Virtual Assistant **on ALX** (in View)- 2024

National Youth Service Certificate - 2022

Soft Skills Training Jobber man -2022

Referees:

Available upon request.