**JULIA EWEDEMI**

Ottawa, ON

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**SUMMARY OF QUALIFICATIONS**

* Over a decade of progressive experience in customer service, sales, and team management roles, spanning diverse industries including banking, insurance, and retail.
* Holds a Master's in Business Administration (MBA) with a specialization in Marketing from the University of Lagos, along with a Bachelor of Science in Political Science.
* Licensed Financial Services advisor (CSC) and Insurance advisor (LLQP).
* Proficient in English.
* Skilled in efficiently processing transactions, addressing customer inquiries, resolving complaints, and providing comprehensive product knowledge to enhance customer satisfaction and loyalty.
* Successfully promoted and upsold additional products and services to expand customer portfolios, contributing to revenue growth and client retention.
* Proven track record of meticulous attention to detail, adherence to procedures, and strong problem-solving skills in handling complex customer issues and inquiries.

**WORK EXPERIENCE**

**Team Member**

2023-Present

*Tim Hortons, Ottawa*

* Efficiently process orders from diverse channels including walk-in, drive-thru, and phone-in, ensuring accurate fulfillment and customer satisfaction.
* Manage cash transactions, maintaining precision in handling payments and providing correct change.
* Deliver prompt and friendly service, ensuring timely order preparation and customer assistance to enhance their experience.
* Contribute to store maintenance through diligent stock management, organizing shelves, and actively participating in cleaning tasks.
* Demonstrate extensive product knowledge, enabling proactive engagement with customers to offer valuable recommendations and assistance, fostering enhanced satisfaction and loyalty.

**Contact Centre Representative**

2022-2023

*TD Bank, Ottawa*

* Proficiently address customer inquiries regarding credit card products, offering detailed information and guidance to facilitate informed decision-making.
* Resolved customer complaints and concerns related to their credit cards promptly and effectively, ensuring high levels of satisfaction and retention.
* Proactively promote and upsell additional products and services to expand and diversify customers' portfolios, contributing to revenue growth and customer loyalty.
* Facilitated the seamless processing of credit card applications and closures in accordance with customer requests, demonstrating meticulous attention to detail and adherence to procedures.
* Provided exceptional customer service through phone and email communication channels, exhibiting strong problem-solving skills and a customer-centric approach to resolving issues and inquiries efficiently.

**Virtual Sales Manager**

2020-2022

*Cornerstone Insurance, Nigeria*

* Directed and supervised a team of 20+ virtual sales agents, fostering a collaborative and motivated work environment to maximize productivity and sales performance.
* Demonstrated expertise in selling various insurance products including car insurance, life assurance, gadget (phone) insurance, annuity, and life savings plans, effectively meeting diverse customer needs and preferences.
* Assisted customers in navigating the insurance claim process, providing support and guidance to ensure timely resolution and customer satisfaction.
* Delivered comprehensive insurance advice to educate and enlighten prospective customers on the advantages and value of insurance policies, fostering trust and confidence in the company's offerings.

**Retail Banking Relationship Manager**  2015-2018

*Union Bank of Nigeria PLC, Nigeria*

* Successfully prospected and sold a diverse range of banking products, including insurance, to clients, demonstrating persuasive communication and sales skills.
* Cultivated and sustained strong relationships with customers, resulting in increased business opportunities and enhanced customer satisfaction.
* Provided expert investment and insurance advice tailored to individual customer needs, showcasing proficiency in financial advisory services.
* Delivered personalized and exceptional banking services, ensuring high levels of customer satisfaction and loyalty.
* Cross-sold additional bank products to existing customers, effectively expanding their portfolios and maximizing revenue opportunities.

**Customer Service Officer**  2012-2015

*Union Bank of Nigeria PLC, Nigeria*

* Addressed daily customer inquiries, complaints, and feedback, implementing corrective actions to enhance service quality within a high-volume department.
* Functioned as the primary point of contact and technical resource for all customer inquiries and issues, ensuring prompt and effective resolution to enhance customer satisfaction.
* Managed customer profiles, facilitated the opening of new bank deposit accounts, and processed deposits and loan products through various channels including telephone, mail, and internet.
* Executed transactions such as money transfers, deposits, withdrawals, and data entry to update client files, demonstrating meticulous attention to detail and adherence to procedures.

**EDUCATION & TRAINING**

**Canadian Securities Course (CSC)**

2024

*Online, Canada*

**Life License Qualification Program (LLQP)**  2023

*Online, Canada*

**Masters in Business Administration Marketing**

*University of Lagos, Lagos, Nigeria*

*2014*

**Bachelor of Science: Political Science**  2008

*University of Lagos, Lagos, Nigeria*

**References available upon request**