



# Mirian Victor

Customer Service Assistant

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## Languages

English

## About

As an experienced retail professional, I've thrived in high-volume environments, achieving a 95% customer satisfaction rating. My skills extend to problem-solving, effective communication, and managing product returns and refunds.

### BRANDS WORKED WITH

Eko Hotel

MTN Nigeria

## Experience



### ● Customer Service / Executive Assistant

MTN Nigeria | Jan 2021 - Jan 2022

- Scheduled meetings and meticulously managed Education History

### ● Customer Service and Receptionist

Eko Hotel | Jan 2019 - Jan 2021

- Managed a high volume of customer inquiries, consistently delivering outstanding customer service.
- Achieved a 95% customer satisfaction rating through effective problem-solving and attentive communication.
- Proficiently resolved customer issues, including product returns and refunds.
- Maintained accurate customer records and updated databases for improved efficiency.

## Education & Training

2022 - 2024

### ● University of Greenwich

Masters degree , Film production/ cinematography

2015 - 2019

### ● Benson Idahosa university

Bsc, Mass communication