REBECCA BENJAMIN

Lagos, Nigeria | +234 701 155 8819 | benjaminrebecca2468@gmail.com

---

PROFESSIONAL SUMMARY

Results-oriented professional with strong communication and relationship-building skills. Skilled at understanding customer needs, building lasting client relationships, and providing solutions that improve customer satisfaction and loyalty. Passionate about building trust, delivering excellent service, and contributing to business growth through effective relationship management.

CORE SKILLS

Customer Relationship Management, Business Development, Sales & Marketing, Problem Solving, Communication & Interpersonal Skills, Microsoft Office Suite, Team work, Integrity, Attention to Detail, Product Promotion, Client Retention, Customer Acquisition, CRM.

Customer Care Consultant

Stanbic IBTC Bank | July 2026 - Present

- Resolve customer enquiries relating to accounts, cards, and other banking services in line with service standards.
- Built strong customer relationships by identifying needs and providing suitable solutions.
- Educate customers on the bank's products and digital channels, encouraging adoption and self-service.
- Collaborated with internal teams to ensure timely issue resolution.

Customer Experience & Operations Officer

Overland Airways (NYSC) | July 2025- May 2026

- Managed high-volume customer relationships while delivering personalized service in a fast-paced environment.
- Built lasting customer relationships through effective communication and timely support.

- Aligned ground and flight operations through cross-functional collaboration to support safety and service standards
- Resolved customer concerns to improve satisfaction and customer retention.

Customer Engagement & Marketing Specialist

Chaindustry Limited | 2021 – 2024

- Managed marketing content strategies focused on building customer relationships, strengthening brand visibility, and supporting business goals.
- Executed marketing initiatives that increased audience engagement by 40%.
- Built online communities and strengthened customer relationships.
- Collaborated with cross-functional teams to improve brand visibility.
- Worked with emerging technology and Web3 projects, translating complex digital concepts into clear marketing content for users and online communities.

EDUCATION

Bachelor of Arts (Ed), English Education
University of Uyo | 2018 – 2024

CERTIFICATIONS

HR Management and Leadership Specialization – Coursera (2024)

Customer Service – Alison (2026)

ADDITIONAL

Language: English
References: Available on request