# MARY OMOAGHA IGBAFE

Customer Service Professional | HR & Operations Manager | Virtual Assistant |
Call Centre Agent | POS Financial Services
5/7 Balogun Afolabi Crescent, Agric, Ikorodu, Lagos State
+234-703-194-7795, 08186804865
mimisept@yahoo.com | marywesttrue@gmail.com
Portfolio: https://mary-igbafe-portfolio.vercel.app

**PERSONAL DATA:**

| | |
|---|---|
| **Surname:** | Igbafe |
| **Other Names:** | Mary Omoagha |
| **Date of Birth:** | 14th September 1990 |
| **Gender:** | Female |
| **Marital Status:** | Married |
| **State of Origin:** | Edo State |
| **Local Government:** | Owan East |
| **Nationality:** | Nigerian |

**CAREER OBJECTIVE:**

To achieve the organisational goals of the company through hard work and dedication to duty, utilizing all available resources to maximize output with a positive mindset and passion for excellence. Seeking a challenging role in Customer Service, HR/Operations, Call Centre Operations, or Financial Services where my 14+ years of experience in client relations, recruitment, ticketing/reservations and digital payments can drive growth and customer satisfaction.

**EDUCATIONAL BACKGROUND:**

**Artificial Intelligence Business School / Prowess University Delaware** **2026 (In View)**
USA

**Postgraduate Diploma (PGD)** **(March 2026)**
Strategic Customer Service Excellence – Programme currently in progress

**Lagos State Polytechnic** **2019**
Higher National Diploma (HND) – Office Technology and Management (Upper Credit)

**Lagos State Polytechnic** **2013**
Ordinary National Diploma (OND) - Office Technology and Management (Lower Credit)

**High Achievers College** **2003**
Senior School Certificate (SSCE)

**Queen-Care Nursery and Primary School** **1998**
First School Leaving Certificate (FSLC)

**ADDITIONAL QUALIFICATIONS:**

**Diploma in Computer Studies** **2000**
NAFOWA Computer Centre

**Certificate in Ticketing and Reservation** **2006**
Land Over Aviation Business School

**PROFESSIONAL SKILLS & COMPETENCIES:**

- ✓ **Customer Service & Call Centre Operations:** Inbound/outbound calls, Live Chat, Email Support, Complaint Resolution, CSAT & SLA Management
- ✓ **POS & Financial Services (Moniepoint):** Cash Withdrawals & Deposits, Inter-Bank Transfers, Airtime/Data, DSTV/GOTV/PHCN Bill Payments, Account Opening, Daily Reconciliation (₦300k-₦800k), AML/KYC Compliance
- ✓ **HR & Operations Management:** Recruitment, Payroll, Statutory Benefits, Employee Secondment & Training, Client Account Management
- ✓ **Recruitment Specialization:** Artisans (Electricians, Plumbers, HVAC Techs, Cleaners, Security, Tilers, Painters) for Facility Management Companies in Lekki & Banana Island; Factory Workers for SPAR Nigeria, Artee Group, Daleji Properties, Segilola Gold Mining, Plaska Nig. Ltd, African Nano Plast, G-Factory
- ✓ **CRM & Helpdesk:** Zendesk, Freshdesk, HubSpot CRM, Intercom – Ticket Logging, Escalation & Resolution Tracking
- ✓ **Ticketing & Reservation:** Domestic & International Ticketing, Hotel Reservations, Intercontinental Hotel Reservations, Protocol Services for VIPs
- ✓ **VoIP & Cloud Telephony:** Aircall, Google Voice, RingCentral
- ✓ **Live Chat Tools:** Tidio, LiveChat, Intercom
- ✓ **Digital Payments:** AmandaPay.ng Operations, Customer Onboarding, Wallet/Payment Troubleshooting, Transaction Disputes

- ✓ **Business Development & Front Office:** Sales, Account Servicing, Front Desk Operations, Guest Relations
- ✓ **Tech Tools:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Slack, Microsoft Teams, Zoom, Notion, Confluence, AI Tools (Claude, ChatGPT)
- ✓ Excellent Report Writing, Numerical & Analytical Skills, Team Leadership & Interpersonal Communication

**WORK EXPERIENCE**

**DCS Communication – Damart Store UK (Remote, UK)** **June 2026 – Present**

Call Centre Agent

***Responsibilities:***

- ❖ Handling inbound/outbound enquiries for Damart UK retail – orders, returns, delivery, product queries via phone, email, live chat
- ❖ Meeting KPIs for First-Contact Resolution, CSAT and Average Handling Time with accurate CRM logging
- ❖ Providing empathetic UK-standard customer service and escalating complex cases appropriately

**Customer Service & Digital Operations Intern** **Jan 2026 – Present**

Amanda AI Technologies – AmandaPay.ng

***Responsibilities:***

- ❖ Handle customer enquiries/complaints via live chat, email, social media for AmandaPay.ng digital payment platform
- ❖ Assist with account onboarding, transaction disputes, wallet/payment troubleshooting
- ❖ Utilise Zendesk & Intercom to log, track and resolve tickets within agreed SLA
- ❖ Employ AI-assisted tools (Claude, ChatGPT) to craft accurate empathetic responses, reducing response time
- ❖ Contribute to knowledge base (FAQs, escalation procedures, product guides) and monitor social channels for brand mentions
- ❖ Ensure customer data privacy & security compliance in all remote interactions

**POS Agent – Financial Services** **2023**

Moniepoint MFB, Agric Bus-stop, Ikorodu, Lagos

***Responsibilities:***

- ❖ Provide secure POS & digital financial services to 80+ customers daily
- ❖ Handle transaction troubleshooting – failed transactions, network issues, dispensing

errors – liaising with Moniepoint support

- ❖ Maintain 100% accurate daily transaction records & cash reconciliation; daily turnover ₦300k – ₦800k
- ❖ Ensure AML/KYC compliance, verify customer identity, detect/report suspicious transactions
- ❖ Build repeat customer base through excellent service and trust

**MySol Solar Energy, Agric Bus-stop, Ikorodu, Lagos 2024 -2025**

Sales Representative

***Responsibilities:***

- ❖ Promoted and sold solar energy solutions to residential & SME customers
- ❖ Delivered after-sales support & customer education on installation and usage

**ATF Management Services Ltd 2014 – 2024**

Human Resources and Operations, Customer Service Manager

***Responsibilities:***

- ❖ **Multi-tasking HR & Operations role:** Responsible for recruitment, payroll, statutory benefits, employee secondment and training
- ❖ **Led end-to-end recruitment of artisans and factory workers for:** SPAR Nigeria Limited, Artee Group, Daleji Properties, Segilola Gold Mining Company, Plaska Nigeria Limited, African Nano Plast, G-Factory Workers
- ❖ Provide skilled artisans for Facility Management companies in Lekki and Banana Island, Lagos
- ❖ Interface with corporate clients especially Ikoyi axis; Resolve requests, complaints & budget reporting; Improve retention
- ❖ Managed client accounts and ensured compliance with labour laws

Customer Service Agent (Ticketing, Reservation & Protocol Services)

**Federal Airport Authority of Nigeria (FAAN) &**
**Intercontinental Hotel Reservation Services 2011 – 2013**

***Responsibilities:***

- ❖ Provided domestic & international ticketing, hotel reservations & VIP protocol services
- ❖ Price quotes, order processing, invoicing, ticket & hotel reservation
- ❖ Attended to customer enquiries via phone/in-person, baggage claims, special needs passengers

**Holiday Express Hotel (Formerly Continental Hotel Reservation Services)** 2005 – 2008
Receptionist / Customer Service & Business Development

***Responsibilities:***

- Managed front desk: check-in/check-out, guest relations, complaint resolution & follow-up
- Drove business development: Servicing existing accounts, establishing new accounts
- Prepared daily call reports & activity reports for management

**REFEREES**

Available on request
Moniepoint