

Yusuf Suleiman

Customer Service Experience

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Languages

English

About

With extensive experience in customer service across healthcare and retail, I excel in enhancing client satisfaction through empathetic communication and effective problem-solving. Skilled in complaint handling, inventory control, and maintaining high standards of care and service, I adapt seamlessly to diverse retail environments.

BRANDS WORKED WITH

Edo Specialist Hospital Edo State

Edo State

Etisalat/9Mobile Edo State

Experience

● Patient Experience Manager

Edo Specialist Hospital Edo State | Aug 2020 - Jan 2024

Edo Specialist Hospital is a State-owned tertiary healthcare institution that caters to a wide spectrum of patients in Edo State. It offers pediatric, surgical, medical, maternity, and child health services, gynecological services, etc. With more than 200 beds, the Edo Specialist Hospital provides care for patients with a variety of illnesses. Responsibilities:

- Promptly responded to questions and concerns from customers to guarantee retention and satisfaction.
- Led efforts to improve patient happiness and the entire experience by applying compassion and empathy concepts.
- Performed routine rounds to interact with patients, offering consolation and emotional support.
- Put into practice caregiver education initiatives emphasizing active listening, empathy, and individualized patient care.
- Created and upheld patient-centered policies and practices to provide the best possible care.
- Worked in tandem with multidisciplinary teams to plan patient continuity and smooth transitions of care.
- Supported efforts to build trust and understanding through better patient-caregiver communication.
- Oversaw the establishment of a warm and inviting environment for patients and their families.
- Fought for patients' rights and choices, making sure that during the course of treatment, their opinions were heard and respected.
- Kept an eye on patient satisfaction ratings and feedback, identifying areas that needed work and putting focused interventions in place.
- Educated caregivers in patient engagement best practices, enabling them to offer empathetic, all encompassing care.

● Manager

Edo State | Jan 2018 - Jul 2020

Chabis Bakery and confectioneries is a delightful bakery and confectionary that satisfies luxurious desires with delectable tastes and serves freshly baked pastries, snacks, and handcrafted sweets.

Responsibilities:

- Managed the bakery's daily operations, including inventory, production, and customer service.
- Improved production from 3 bags of flour to ten bags daily.
- Created and executed operational protocols to guarantee effectiveness and quality management.
- Maintained ideal stock levels, kept an eye on inventory levels, and placed supply orders.
- Verified adherence to food sanitary guidelines and health and safety legislation.
- Created and implemented marketing plans to advertise the bakery and boost sales.
- Responded to consumer questions, comments, and grievances promptly and expertly.
- Examined sales information and patterns to find areas that could want development and enhancement.

- Worked together to maintain relationships and negotiate prices with suppliers and vendors.

- **Customer Service Experience Staff**

Etisalat/9Mobile Edo State | Jun 2011 - Dec 2017

Etisalat Telecommunication Company is a top telecom provider that offers cutting-edge technology, dependable networks, creative solutions for seamless connectivity, and top notch customer support.

Responsibilities:

- Promptly responded to questions and concerns from customers to guarantee retention and satisfaction.
- Resolved intricate technical problems including billing inconsistencies, service outages, and network connectivity.
- By using effective problem-solving and communication techniques, I was able to obtain a 95% customer satisfaction rate.
- Introduced a new system for collecting customer feedback, which resulted in a 15% drop in complaints and a 20% rise in favorable comments.
- Trained new hires, enhancing team productivity and cutting down on response times.
- Worked with cross-functional teams to find and fix systemic problems that increased service dependability.
- To guarantee efficiency and consistency, policies and procedures for customer service were

Education & Training

- | | |
|------|--------------------------------------------------------|
| 2008 | ● Edo State
HND Urban and Regional Planning, |
| 2005 | ● Edo State
ND Urban and Regional Planning, |
| 2000 | ● Edo State
(SSCE), |