


Nathan Jacob

CUSTOMER RELATIONSHIP MANAGER

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Summary

I am seeking to work with an Organization that has a conducive environment for learning and development that would help achieve institutional goals and also to accomplish my ultimate career goal of becoming an excellent Corporate, Management and Communications personnel which will propel the growth and development of my career.

Experience

- Sep 2017 - Aug 2018 **CRM - Cash Operations Support Analyst At&T Texas**
- Provide administrative & first line support to Vodafone Cash agents and customers
 - Offer operational support to assigned customers by ensuring issues escalated is followed up to closure.
 - Reporting of new fraud scams proactively to the Vodafone Cash fraud team and management.
- Jul 2015 - Aug 2017 **Customer Relationship Management Mobi Telcom - New York**
- Enter customers' details into Data Management System
 - Assist customers with any technical issues escalate any issues to management appropriately.
 - Meet Quality Assurance Requirements and other key performance metrics
- Aug 2013 - Aug 2014 **HR/Administrative officer NewYork Education Project**
- Oversees and administers the day-to-day activities of the office; develops procedures, and systems which ensure productive and efficient office operation.
 - Maintains employee information by entering and updating employment and status-change data.
- Sep 2008 - Sep 2009 **Sales/Administrative Assistant NY Corporation**
- Oversees and administers the day-to-day activities of the office; develops procedures, and systems which ensure productive and efficient office operation


Skills

Proficient with Microsoft Word 

MS Excel 

PowerPoint 

Languages

English 

French 

German 

Hobbies

Researching, listening to news, sports, watching movies and like going out only on occasions.

Education

Bachelor of Arts- Psychology & Sociology Sep 2009 - May 2013
University of Texas

Referral

References available upon request

Courses

Financial Markets Mar 2019
Yale University(Coursera)

Organizational Analysis Mar 2020
Stanford Online(Coursera)

Human Resource

