

TAMBE OBI

Ontario, Canada

TAMBE.OBI15@GMAIL.COM | 613-890-5923

PROFESSIONAL SUMMARY

Customer-focused and adaptable professional with 7 years of customer service experience, including 4 years in high-volume call centre environments. Skilled in resolving inquiries, handling escalations, and ensuring elevated levels of client satisfaction across healthcare, telecommunications, and nonprofit sectors. Known for effective communication, attention to detail, and staying calm under pressure. Experienced in claims processing, technical troubleshooting, and cross-functional collaboration. Bilingual in English and French with a strong commitment to excellent service.

EMPLOYMENT HISTORY

CDCP Claims Specialist

NTT Data, Ottawa | Mar 2024 - Present

- Manage complex claims under the Canadian Dental Care Plan (CDCP)
- Ensure accuracy and compliance with CDCP policies
- Support member data updates and claim resolution
- Train and guide new team members

Casual Frontline Worker

Shepherds of Good Hope, Ottawa | Jul 2024 - Present

- Provide support services to vulnerable populations
- Document incidents and perform intake assessments
- Participate in crisis intervention

Account & Technical Support Rep

Kelly Connect (Remote) | May 2023 - Sep 2023

- Resolved billing and account issues via call centre
- Utilized customer data to deliver tailored support

Technical Support Specialist

Concentrix, Ottawa | Nov 2022 - Feb 2023

- Delivered remote tech troubleshooting for mobile devices

Sales Advisor

Concentrix, Ottawa | Jun 2022 - Oct 2022

- Tailored sales strategies using customer insights

Customer Service Rep

24-7 Intouch, Ottawa | Sep 2021 - Jan 2022

- Advised clients on beauty products and order resolution

Program Worker

Trust 15 | Jun 2021 - Aug 2021

- Communicated with parents and documented program status

Administrative Assistant

Shipvista.com, Toronto | Dec 2019 - Jan 2021

- Organized documentation and maintained front office

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EDUCATION

- Diploma in Business, Algonquin College Online (Sep 2023 - Dec 2024)
- Bachelors Degree in Health Science, University of Ottawa (Sep 2020 - Jan 2023)
- High School Diploma, Father Henry Carr Secondary School (Sep 2016 - Jun 2020)

SKILLS

Customer Service - Claims Processing - Call Centre Operations - Conflict Resolution - Microsoft Office - CRM Systems - Data Entry - Interpersonal Skills - Time Management - Technical Troubleshooting - Attention to Detail
- Emotional Intelligence - Active Listening - Multitasking - Documentation - Compliance Communication - HIFIS
- Leadership - Teamwork

LANGUAGES

English (Native), French (Proficient)