

YUSSUFF Rashidat Temitope

3, Akinremi Street, Anifowoshe, Ikeja, Lagos.

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SUMMARY

Experienced and reliable customer service officer with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolves issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

EXPERIENCE

Call Centre Agent

May 2016 – Dec. 2019

Avantgarde Management Services (LASEMA)

Ikeja, Lagos.

- Answering customer queries and complains related to emergency services
- Provide information about emergency services.
- Directed inbound calls to appropriate departments or agencies as needed.
- Imputing transaction records information into the Customer Relationship Management (CRM) sheet.
- Use of applications which include Altigen Maxagent, Avaya and Customer Relationship Management (CRM).

QUALITY ASSURANCE ANALYST

Jan.2012 - Apr. 2016

Contact Solutions Limited.

Ilupeju, Lagos

- Train and evaluate customer agents.
- Listen to agent historical calls using voice record VRM
- Cross check customer agents calls for escalation with CRM.
- Evaluate customer agents' performance using SCORECARD.

RECEPTIONIST**Jan. to Nov.2011*****ASOSH HOTEL & SUITES,****Ikeja, Lagos.*

- Handled customer questions and complaints with professional courtesy.
- Inventoried office supplies and managed ordering of new supplies whenever required.
- Juggled answering phones while attending to clients in person.
- Organized and managed customer invoices and payments.

EDUCATION

Osun State University, Ojo, Lagos **2016**

B.sc International and Personnel Management

Olabisi Onabanjo University, Agoweeye, Ogun State **2007**

Diploma Industrial and Labour Relations

Logic High School, Alagbado,, Lagos **2005**

West African Examination Certificate

SKILLS

- Persuasive Speaking Skills
- Attention to detail
- Clear Communication Skills
- Critical thinking
- Empathy
- Attentiveness

CERTIFICATES

National Youth Service Corps (**NYSC**) **2019**

Certified Customer Care Quality Annalist (**CCCQA**) **2015**

Quality Assurance Institute (**QAI**) **2012**

