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| **OLABIRAN** **OLUWAFISAYOMI** **OMOWUMI** | NO 12, Akanle off papa olosan road Alakia Ibadan.  Phone: 08032488771, 08026262963  Email: olabiran.oluwafisayomi@yahoo.com  Sex: Female  Languages spoken: English and Yoruba |
| horizontal linePersonal Attributes/Skillshorizontal lineAwards/Achievementshorizontal lineEducation/Certification/Trainingshorizontal line Work Experience(iSONXperiences Int’lLimited) horizontal line  Work Experience(iSONXperiences Int’lLimited) | * Fast learner who adapts easily to changes * Maintaining business process and work culture * Good interpersonal and customer relationship skills * Time management skills/Problem solving skills * Effective Multitasking skills * Proven ability to manage through others. * Excellent communication skills, both written and verbal. * An ability to build rapport and trust quickly with work colleagues. * Able to prioritize tasks and workloads in order of importance. * Track record of delivering results with deadlines. * Proficiency with use of Microsoft tools * Proficiency in the use of Customer communication tools * Proficiency in Customer relationship management tools * Attended to over 200,000 customers and maintained an average quality and average handling time matrix of 95% and 145 seconds respectively * Multiple best performing customer care representative award R&R * 2018: Outbound & enterprise business unit training * 2017: Performance improvement programme * 2015: MTN HOW MAY I HELP YOU certification * 2015: National Youth Service Corps * 2015: Marketing training in insurance * 2015: Health management training * 2012: Universite Des Science Appliqué ET management, Porto – novo, Benin republic [ BSc] Economics * 2004: Achievers comprehensive high school Ibadan [WASSCE]        **November 2018 – July 2021 (Customer care Representative (MTNN Process-Outbound)**  * Providing quality and top-notch customer care services to the principal partner’s clients * Telemarketing of client’s products & services via campaign calls * Intelligence gathering, analysis & reporting for client * Providing enterprise business solutions for corporate consumers. * Management of customer accounts as a result of sales * Deployment of consumer satisfaction/feedback-based surveys * Facilitating customer-based interactions on regular basis  **Oct 2015-Nov 2018 Customer care Representative [MTNN Process-Prestige Segment]**  * Providing quality and top-notch customer care services to the principal partner’s clients * Providing online solutions to various queries and enquiries * Interpretation & enquiry management for High value segment customers * Research and dissemination of products and services upgrade to members of assigned team for efficient service delivery * Answering incoming calls from customers. * Providing relevant information to solve customers’ query while managing different scenarios that may present themselves in the course of this activity. * Delivering quality customer service to an average of 120 customers within a 6hr shift. * Capturing customer’s data with relevant application to resolve their issues. * Maintains customer records by updating account information. * Contributes to team effort by accomplishing related results as needed. * Attracts potential customers by answering product and service questions * Suggesting information about other products and services. * Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures * Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. |
| **horizontal line** Work Experience (**Mutual Benefits Assurance Plc Ogba, Lagos)**  **horizontal line** Work Experience (**De-Best International College Abeokuta)**    **horizontal line** Work Experience (**Diamond Spring Global Company Oluyole Ibadan)**  **horizontal line** Work Experience (**Trendlane Fashion Faculty Bodija Ibadan)**  **horizontal line** **Hobbies & Special Interest** Reference | **February - July 2015 (Marketing representative)**  * Strategic prospecting for client base for branch growth. * Sales and marketing of insurance policy to prospective clients. * Provision of professional advice for insurance policy holders on financial planning.  **March 2014 – February 2015 (Classroom Teacher- National Youth Service Corps)**  * Making effective use of assessment information when planning lesson. * Setting high expectation for student, behavior maintaining a good standard through well focused teaching and through positive and productive relationships. * Ensuring student s acquires and consolidates knowledge, skills and understanding appropriate to the subject taught. * Monitoring students work and set targets for progress.  **January-March 2015 (Health Management Officer Assistant)**   * Help HMO with delivering public health information via health presentation to companies, firm and market women / men * Providing direction to public health agency staff, including medical professionals. * Provision of first aid and giving digital tests to clients  **October 2012- January 2014 (Front Desk Manager /Sales Person)**   * Handling of records and correspondence * Served as front desk manager * Ensuring customers are being well attended to and served well. * Recording office expenditures and keeping good track of stocks  * Finding solution to challenges and breaking into new fields * Continuous self- improvement * Reading novels, making research, meeting people and brainstorming. * Great zeal and enthusiasm into research and development of problem-solving entities     Available on Request |