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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’l Limited) horizontal line  Work Experience (iSONXperiences Int’l Limited)  | * 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.
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| **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 |