

BAMIDELE, OLUWASEUN RASHIDAT

ADD: 2, Femi Olanrewaju Street, off Ajasa Command road, Meiran, Lagos-State.

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CAREER OBJECTIVE

To contribute positively to the growth and development of any organization or company whereby the set goals and objective of the company can be achieved.

PERSONAL QUALITIES

I am an enthusiastic and dedicated professional with over 7years of experience, seeking to contribute to and grow with a dynamic, progressive and innovative organization. An exceptional leader who is able to develop and motivate others to achieve their targets. I have a Good working ethic, a team player with an effective communication skill and the desire to be successful.

Core Skills/Proficiencies

- Focus on Customer's Needs,
- Flexibility and adapting to circumstances with high-level versatility, Changing and Improving.
- Ability to work well, under or with no pressure.
- Problem Solving
- High level of tolerance
- Delivering quality service and Quality focused
- Customer Retention.
- Collaborating and Partnering, Team Player
- Knowledge of document control practices and systems as applied to the management of projects.
- Written Communication
- Ensure pro-active communication internally and externally.
- Good Reporting Skills
- Ability to communicate professionally via other platforms (Email, LifeChat & Social Media)
- Good working knowledge of several customer interaction platforms.
- Hands on experience with several Telephony applications (Avaya, Digium, etc.)
- Proficiency in the use of the Microsoft office Suite.



WORK EXPERIENCE

AUG -NOW GRAND TREASURERS LIMITED, LAGOS STATE

2021 FULL-TIME

Position Held: Direct Sales Executive

Job Description

- Connecting customers to the loan company.
- Taking care of the needed documentation for loan application forms.
- Check application and ensure that the submitted documents are by the guidelines of the company.

SEP - JAN EASYBUY (TRANSSION), ADO-EKITI, EKITI.

2019 – 2021 FULL-TIME

Position Held: Sales Executive

Job Description

- Responsible for selling the company's product.
- One on one meeting with customers.
- Recovering of debt from customers.

FEB - JAN ISON BPO INTERNATIONAL LIMITED, ILORIN, KWARA.

2016 – 2017 FULL-TIME

Position Held: Customer Care Representative

Job Description

- Answer calls and respond to customer requests professionally.
- Handle and resolve customers' complaints and provide customers with product and services information.
- Follow-up on customer inquiries not immediately resolved.
- Identify and escalate priority issues and refer grievances to designated departments for investigation.
- Research required information using available resources.
- Attract potential customers by answering product and services questions, suggesting information about other products and services.
- Explaining things in a clear manner.



Achievements

- Built strong bond within Teams and creates a more customer centric environment.
- Created more awareness on consistent quality on customer experience.
- Resolved customers' complaints mostly on a one call resolution and avoiding repeated complaints.

SEP - JAN MTN/CNSSL CONTACT CENTRE, ILORIN, KWARA.

2015 – 2016 FULL-TIME

Position Held: Customer Care Representative

Job Description

- Answer calls and respond to customer requests professionally.
- Handle and resolve customers' complaints and provide customers with product and services information.
- Follow-up on customer inquiries not immediately resolved.
- Identify and escalate priority issues and refer grievances to designated departments for investigation.
- Research required information using available resources.
- Attract potential customers by answering product and services questions, suggesting information about other products and services.
- Resolves product or services problems by clarifying the customers' complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.

Achievements

- Demonstrated professional etiquette and manners when interacting with customers which resulted to customers satisfaction.
- Improved the efficiency of customer service department.
- Integrated a complex customer feedback system that took feedback and complaints from customers in order to manage the system better.
- Resolved customer complaints by identifying problems and taking appropriate corrective action – Resulted in 50% increase in department'.

NOV-NOV TREASURE CHILD SCHOOLS, AWI-AKAMPA, CROSSRIVER STATE

2012 – 2013 NATIONAL YOUTH SERVICE CORP (NYSC)

Position Held: Teacher

Job Description:

- Preparing lesson plans, teaching classes and evaluating students' progress



- Maintaining discipline in the classroom
- Ensure the classroom is clean and orderly.
- Prepare and distribute periodic progress reports and semester report cards.
- Attend parent-teacher meetings.
- Allocate and grade homework, assignments, and tests.

**JAN-JUN VOICE OF NIGERIA, IKOYI, LAGOS
2012 – 2012 INDUSTRIAL ATTACHMENT**

Position Held: Intern

Job Description:

- Preparing suitable scripts
- Working alongside other members of the crew to ensure a smooth and interesting delivery of programs on radio.

RELEVANT TRAINING

- How May I Help You?
- Time Management - PVTI Training
- Microsoft Office
- Oracle Siebel CRM
- Avaya Telephony
- Agility Logistics

CERTIFICATIONS

- P.G.D Mass Communications (2020)
- National Youth Service Corps (2013)
- B.A. English Studies (2012)
- N.D. Acting and Presentation (2012)
- Diploma in Computer Studies

EDUCATIONAL QUALIFICATIONS

2018-2020 NATIONAL OPEN UNIVERSITY OF NIGERIA, ADO EKITI.

P.G.D Mass Communication

2008-2011 ADEKUNLE AJASIN UNIVERSITY, AKUNGBA AKOKO, ONDO STATE



B. A. English Studies

2012 PEFTI FILM INSTITUTE, ISOLO, LAGOS STATE.

Diploma in Presentation

2000-2006 NOVA INTERNATIONAL SCHOOL, ADEBAYO, ADO EKITI, EKITI STATE.

West Africa Examination Council (O' Level)

REFEREES

Available upon request.

