

OLADIPO EMMANUEL

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PROFESSIONAL SUMMARY

Bilingual Customer Service Representative with an impressive 3years of track record of success providing swift resolution to customers complaints, Ultimately repairing trust and winning loyalty.

- ❖ Demonstrate sense of urgency in busy call center environment in both retail and telecommunication industry
- ❖ Posses exceptional ability to build productive relationships, resolve complex issues and win customers loyalty
- ❖ Demonstrate outstanding problem solving and active listening skill and been able to diffuse difficult customer situation with tact and ease
- ❖ Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

PROFESSIONAL EXPERIENCE

Customer Service Representative, Bethsaida Micro investment Group Ltd. Ibadan (Dec 2021 – June 2022)

- Handled customer inquiries, complaints, and managed a specific workload within a deadline given environment.
- (presenting relevant product information to customers as well as cancelling services.
- Successfully diffused volatile customer situation that resulted to the retention of # 200,000 in business and a letter of commendation.
- Resolved an average of 150 inquiries every week exceeding weekly target by 150% and consistently met performance benchmarks In all areas (speed, accuracy and volume)
- Cross-selling available options and opportunities to clients and taking into consideration their peculiar needs.
- Provide outstanding service to all clients and increase referral base.
- Give appropriate guidance to prospective clients on suitable and available choices of programs and institutions.

Customer Service Agent , Aust power Automobile . Ilesha , Osun State (March 2021 – Nov 2021

- handled customers call and responded to their inquiries about our products
- Maintained positive relationships with 50+ customers through consistent communication throughout the buying process
- Participated in company-wide meetings regarding product launches, marketing strategies, etc., and attended weekly staff meetings to stay updated on dealership news/updates and discuss goals for the week ahead.
- Worked with the sales manager to develop and implement strategies to increase sales.

- Develop and suggest service promotion strategies and packaging concepts

Clients Service Officer, Kingsway International Plc, Lagos. (Dec 2019 – Jan 2021)

- (Served customers in a beauty products establishment. Sold both men and women products and offered suggestions and answered relevant questions.
- (Exceeded customers expectation by locating hard to find items and recommending alternative options for out of stock products.
- (Received trainings by customer service experts which helped me improve my listening skills, communication, and multitasking abilities
- (Dispatched customers to correct department when needed.
Streamlined the product information search process by creating a detailed a detailed product intranet site reducing the average call time by 45 seconds.

EDUCATION

- ❖ National Diploma in Mass communication , Sept/2016
Interlink polytechnic
- ❖ Higher National Diploma in Mass Communication , sept/2019
Interlink polytechnic

CERTIFICATIONS

- Customer Service specialist(CSS)
IBM(2021)
- Customer Service Fundamentals
Coursera (2021)
- Graduate trainee scheme (GTS)
2022

SKILLS

- ✓ Bilingual (Yoruba and Hausa)
- ✓ Proficient in Microsoft Office
- ✓ Outbound/inbound calling
- ✓ Multitasking
- ✓ Excellent Communication
- ✓ Graphics design