**AGBOOLA CHRISTIANAH ABIMBOLA**

**CUSTOMER SERVICE REPRESENTATIVE | ASSISTANT HUMAN RESOURCES MANAGER**

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**ABOUT ME**

Customer service representative, Client adviser, Personnel manager, marketing strategist. I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a graduate of Psychology from Ekiti State University with years of experience in customer relationship management and human resources management, I am excellent in working with others to achieve a certain objective on time and with excellence.

**SKILLS**

* Management Skills
* Excellent communication skills
* Team player and logical mind
* Emotional intelligence.
* Attention to details and Target oriented
* Time management skills
* High degree of creativity and innovativeness

**EDUCATION / CERTIFICATION**

EKITI STATE UNIVERSITY

B.Sc (2018)

Psychology

CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT

Certified Customer service and Human Resources Management (2019)

**CAREER EXPERIENCES**

BEST DRIVER DRIVING SCHOOL OLOGUNERU IBADAN

August, 2019 – February, 2021

Roles:

* Front desk oﬃcer
* Personal Assistant to the Director
* Account Supervisor
* Head of operations
* Staff coordination

JIGAWA STATE COLLEGE OF EDUCATION, GUMEL

August 2018-June 2019 (NYSC)

Roles:

* Lecturing
* Preparation and computation of Students results

STRAFFORD COMMUNICATION LIMITED, ADO-EKITI

November 2017- March 2018

Roles:

* Sales Manager
* Recharge Card printing

**OTHER ACHIEVEMENTS**

As a Customer service representative, I attained 100% success in all customer service categories including communication skills, interpersonal skills, problem-solving and friendliness. I also contributed to sales increase by improving lead-generation and sales tracking methods.

**KEY COMPETENCIES**

* Active listening
* Customer Empathy
* Understanding of differences in individual customers behaviors.
* Ability to organize, manage, motivate and challenge team to exceed expectation.

**TRAININGS AND CONFERENCES**

Customers Relationship Management (Chartered Institute of Customer relationship management)

Human Resources improvement

**BIO-DATA**

Health Status: Fit

Language Proficiency: English, Yoruba

**REFERENCE: AVAILABLE ON REQUEST**

Nationality: Nigerian

Address: Aduratedo street Ayetoro Gbede , kogi State

Gender: Female.