CURRICULUM VITAE

Surname : Shobayo

First name : Iyabo

#14/16 Sudan Street Barnarwa phase one, Kaduna , Nigeria.

Tel: (+234)7037691445 (Private)

E-mail: iyaboshobayo@gmail.com (Private)

PERSONAL DATA

Nationality : Nigerian

Date/Place of Birth : June 17, 1989/Kaduna, Nigeria

Marital Status : Female, Single

WORK EXPERIENCE

Customers Care Executives d.light Solar ISON Xperience International Limited ( Ibadan, Oyo State, March 2019 - March 2020)

* Identifying & resolving customers complaints’ by give first hand resolution in the capacity of a call center agent.
* Attending to Customer Complaint Via Phone Call and Promoting d.light Solar product.
* Assist by use of systems applications Like AVAYA, Atlas software application Get in Porter to Solve Complaint on d.light Solar Product and CRM
* Compile Report of Overall Customer Satisfaction & Maintaining Call Center Data Base By Entering Information. (Multitasking).
* Off Selling Different Products Via Calls.

Customers Care Executivee MTN Network ISON Xperience International Limited ( Ibadan, Oyo State, November 2017- February 2019)

* Identifying & resolving customers complaints’ by give first hand resolution in the capacity of a call center agent.
* Attending to customer complaint via phone call and promoting MTN network.
* Assist by use of systems applications like AVAYA, Customers Life Management (CLM) Get in Porter to solve complaint on MTN network.
* Compile report of overall customer satisfaction & maintaining call center data base by entering information (Multitasking).
* Off selling different products Via calls (Telemarketing).

Customers Care Executive AIRTEL RED SHOP (Kaduna State, July 2016 - September 2017)

* Generate sales leads build sustainable relationships and interactive communication.
* Handles customers complaints.
* Assistant customers to resolved Sim.
* Selling different Airtel products.

Screening Personal Gombe Lawanti International Airport ( Gombe State, July 2015 - May 2016)

* Screening of passengers and their carry on baggage before boarding.
* Controlling the entry and exist of passengers.
* Report and data collection.

EDUCATION

2011 - 2014 : Higher National Diploma Civil Engineering(High Way Engineering )

Federal Polytechnic Mubi Adamawa State, Nigeria.

2009 - 2011 : National Diploma Building Technology

Federal Polytechnic Mubi Adamawa State, Nigeria.

2011 : Government Day Secondary School

Mubi, Adamawa State, Nigeria.

1994 -1999 : Deport Nigeria Army Nur. & Pry School

Zaria, Kaduna State, Nigeria.

SHORT TRAINING

March 2019 : ISON Xperience International Limited d.light Solar, Customer

Service Training

Nov 2017 : ISON Bpo MTN , Customer Service Traning

COMPUTER SKILLS : Microsoft office.

Languages : English and Hausa, Yoruba.

Referees

**Engr. Robert Damon**

MNSE, MNICE.

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Ministry of Works & Infrastructure, Gombe State.

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