

Oluwaseun Ojo

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Customer-focused professional with a proven track record in providing exceptional support across diverse communication channels. Skilled in promptly addressing customer inquiries through phone calls, emails, live chat, and ticketing systems. Adept at resolving issues, ensuring high customer satisfaction, and maintaining detailed records of interactions.

Collaborative team player with a commitment to delivering accurate and up-to-date information. Proactive in following up with customers to ensure their needs are met and issues are resolved effectively. Dedicated to continuous improvement, meeting performance metrics, and enhancing the overall customer support experience.

Personal Details

Highest Level of Education: Master's

Industry: Business Operations, Customer Service, Management, Project Management

Work Experience

Customer Service Representative

Hephzibah venture (remote) - Ibadan

January 2022 to September 2023

- Customer-focused and highly adaptable customer service representative with a proven track record of delivering exceptional support and assistance to clients.
- Proficient in resolving inquiries, complaints, and issues efficiently and courteously.
- Strong communication skills, both verbal and written, with the ability to explain complex concepts in a clear and understandable manner.
- Experienced in using CRM systems and maintaining accurate records.
- Skilled at building positive relationships with customers, ensuring satisfaction, and promoting brand loyalty.
- Committed to providing outstanding service and contributing to a positive customer experience.

Freelance business writing

Fiverr (remote)

January 2018 to March 2022

- Accomplished business writer with a demonstrated ability to convey complex ideas clearly and concisely.
- Proficient in crafting various types of business documents, including reports, proposals, and correspondence.
- Skilled in conducting thorough research and analysis to provide well-informed and persuasive content.

- Strong attention to detail and a commitment to maintaining high-quality standards in all written materials.
- Effective communicator and collaborator, capable of working with cross-functional teams to meet project objectives.
- Dedicated to delivering documents that enhance organizational communication and contribute to business success.

Customer service representative (remote)

Senior benefit - Ibadan

September 2018 to January 2022

- Respond promptly and professionally to customer inquiries via phone, email, live chat, and ticketing systems.
- Resolve customer issues, concerns, and complaints effectively and efficiently, ensuring a high level of customer satisfaction.
- Provide accurate and clear information to customers regarding products, services, and policies.
- Document and maintain detailed records of customer interactions and issues in the CRM system.
- Collaborate with cross-functional teams to escalate and resolve complex customer problems.
- Proactively follow up with customers to ensure that their issues are fully resolved and their needs are met.
- Stay up-to-date with product knowledge and company policies to provide accurate and up-to-date information to customers.
- Handle a high volume of customer inquiries while maintaining a positive and professional demeanor.
- Identify opportunities for process improvement and contribute to enhancing the overall customer support experience.
- Meet or exceed performance metrics, including response times, resolution times, and customer satisfaction ratings.

Tutor

Intensive academy - Niger

August 2018 to July 2019

- Results-oriented tutor with a history of success in enhancing students' academic performance.
- Proficient and adept at simplifying complex concepts for easy comprehension.
- Known for fostering positive and productive learning experiences through patience, encouragement, and personalized guidance.
- Skilled in identifying and addressing individual learning gaps, resulting in significant grade improvements.
- Committed to empowering students to achieve their full potential academically while nurturing a love for learning.

Tutor

The Answer School - Ibadan

July 2008 to September 2014

- Experienced and dedicated tutor with a proven track record of fostering academic growth in students.
- Skilled in tailoring teaching methods to individual learning styles, resulting in improved grades and confidence.
- Effective at creating engaging lesson plans and maintaining a supportive and motivating learning environment.
- Committed to helping students achieve their educational goals and excel in their studies."

Education

Associate degree in Customer service representative

Coursera

March 2019 to October 2019

Bachelor's degree in Business Entrepreneurial

Federal university of Agriculture Abeokuta - Ibadan

December 2014 to January 2019

Skills

- Customer Service
- Customer Support
- Call Center
- Communication skills
- Writing skills
- Attention to details
- Leadership
- Team work
- Presentation skills
- Organisational skills
- Team collaboration
- Customer service representative
- Translation
- Transcription
- Tech savvy
- Microsoft Office
- Data entry
- Excellent verbal communication skills
- Excellent written skills
- Social media management
- Market research

Certifications and Licenses

Business Administration

February 2019 to Present

Nigeria youth service corp

July 2020 to Present

Job Berman soft skills

February 2020 to Present

Customer service representative

February 2020 to Present