

ABIODUN ADAMS

Customer Service Representative

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PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with over 2 years of experience in customer service and administration. Exceptional communication, problem-solving, and organizational skills. Skilled in resolving inquiries and issues, consistently achieving high customer satisfaction. Proven ability to assist and guide customers in fast-paced environments, delivering exceptional service while ensuring compliance with organizational guidelines. Seeking a customer service role to apply my expertise in delivering exceptional service and contributing to team success.

CORE SKILLS

- **Customer Service & Communication:** Skilled in managing customer interactions, clarifying issues, and providing effective solutions. Strong written communication for preparing correspondence.
- **Problem-Solving:** Experienced in analyzing customer needs and problems, using tact and judgment to resolve conflicts effectively.
- **Collaboration & Organizational Skills:** Team player, able to manage shared tasks and priorities, with a proven ability to value diverse opinions.
- **Financial & Administrative Skills:** Proficient in handling cash transactions, preparing financial reports, and maintaining organized filing systems.
- **Computer Proficiency:** Adept at word processing, spreadsheets, databases, email, and internet applications. Experienced in retrieving, summarizing, and analyzing data.
- **Knowledge of Service Ontario Services:** Familiar with the programs and offerings of Service Ontario, with the ability to quickly learn and apply relevant guidelines.
- Quick learner with a commitment to continuous improvement.
- Good knowledge of Microsoft Office, spreadsheets, and power point

PROFESSIONAL EXPERIENCE

Customer Service Representative

June 2023 – September 2024

AVENUES GROUP

SIDCUP, London, UK

- Delivered excellent customer service by effectively addressing customer inquiries and resolving issues, achieving a high customer satisfaction rating by 20% increase.
- Communicated with customers to clarify concerns and needs, ensuring seamless and accurate information was provided, resulting in 30% reduction in escalated issues.
- Handled challenging situations with calmness and professionalism, diffusing tense encounters and leading to 10% reduction in customer complaints
- Maintained organized filing systems and accurate records for customer requests and service interactions.
- Worked closely with the team lead to gather customer feedback and conveyed it to relevant departments to improve products, services, and overall customer experience, contributing to an 80% increase in the firm's credibility
- Provided regular reports for management on common issues, customer satisfaction levels, and other potential areas for improvement resulting in 5% increase in number of customers.

Customer Care Personnel

January 2023 – June 2023

COMPASSION HOMECARE

Orpington, London, UK

- Acted as the primary point of contact for residents and their families, addressing inquiries, concerns, and requests with professionalism and empathy by increasing customer satisfaction by 15%
- Coordinated with care teams to ensure the timely resolution of issues related to resident care and the well-being of over 100 service users.
- Assisted in onboarding new residents and families, explaining care home policies, procedures, and services, resulting in a 5% increase in the number of residents.
- Managed resident documentation, including admission forms, medical records, and care plans, ensuring confidentiality and accuracy.
- Diffused challenging situations by calmly addressing concerns, providing solutions, and ensuring customer satisfaction.

Administrative Assistant**April 2022 – December 2022****ABBY ADAMS COUTURE****Ogun State**

- Used Microsoft Office Suite to generate reports, draft correspondence, and manage spreadsheets and databases for record keeping and customer inquiries reducing customer waiting time by 10%.
- Managed cash handling responsibilities, including calculating fees and preparing financial deposits and reports.
- Collaborated with team members to complete administrative tasks efficiently, fostering a team-oriented environment leading to a 20% increase in team productivity
- Managed office administration tasks, including filing, organizing customers information, and processing billing inquiries.
- Assist with scheduling design meetings, fittings, and product development sessions which result in reducing design error from 30% to 5% by implementing proper planning strategies
- Process purchase orders, monitor budgets, and support the finance team with accounts payable and receivable

Customer Care Representative Intern**January 2021 – April 2022****E22 FASHION HOUSE, SURULERE****Lagos State**

- Monitored and analyzed fashion trends to align with customer preferences, enhancing the appeal of designs.
- Selected appropriate fabrics, colors, and garment embellishments, ensuring each piece met customer expectations.
- Contributed to company growth by efficiently managing resources, leading to cost savings and operational improvements.
- Assisted in maintaining sewing machines, reducing maintenance costs from 10% to 2% by implementing preventative maintenance practices.

Assistant Teacher**August 2019 – December 2020****STEP-UP ACADEMY****OPIC, Ogun State**

- Supported the lead teacher in monitoring and guiding students through class activities, ensuring they stayed on task and understood the material.
- Conducted role-playing exercises to enhance student engagement and comprehension of key topics.
- Contributed to improving students' academic performance through creative teaching methods that catered to different learning styles.
- Assisted in developing lesson plans that made complex subjects more accessible and engaging for students.

EDUCATION

Master of Arts, Fashion Business and Management.**January 2024****UNIVERSITY FOR THE CREATIVE ARTS EPSOM, SURREY, LONDON, UNITED KINGDOM****Bachelor of Science, Major in Entrepreneurial Studies****April 2018****FEDERAL UNIVERSITY OF AGRICULTURAL ABEOKUTA, OGUN STATE, NIGERIA**