

Oluwafemi Emmanuel Adeleke

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PROFILE

- ✦ Self-motivated, and goal-oriented customer support professional with over three years of experience in customer service, relationship management, and office administration in the educational consultancy agency.
- ✦ Solid team player with excellent interpersonal, and written communication skills to provide quality customer service and facilitate all aspects of internal and external communications.
- ✦ Proven ability to work collaboratively within a team environment, and provide excellent support for day-to-day administrative and operational functions while meeting deadlines.
- ✦ Exceptional organizational skills with keen attention to detail and the ability to multi-task and ensure quality while providing need-based services and support.
- ✦ Tech-literate, proficient with computers and Microsoft Office Suite (Word, Pdf and little knowledge in excel).

SKILLS

Microsoft Office Suite
Time Management
HTML/CSS
JavaScript
Multi-tasking

Attention to detail
Office Administration
Organization
Record Keeping and Maintenance

WORK EXPERIENCE

Client Support Officer

June 2021 – Present

OAA STUDY

- ✦ Applied strong listening skills and forward-thinking abilities and provided a variety of needs-based solutions that resolved clients' concerns.
- ✦ Established and preserved a solid rapport with clients, which led to high rates of client retention and satisfaction.
- ✦ Worked closely with educational institutions, organizations, and individuals to achieve their goals
- ✦ Answered inbound calls, chats, and emails and provided products, and service information.
- ✦ Effectively communicated with cross-functional teams to ensure the timely resolution of client issues.
- ✦ Assisted clients to meet their needs and resolve their concerns at the first point of contact.
- ✦ Collaborated with other departments to resolve complex client issues.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bed Human Kinetics

Jan 2016 – June 2021