

OJELERE ADELODUN EMMANUEL

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SUMMARY

A polite and motivated professional Customer service individual with over 4 years proven experience in managing relationships between business and customers. Good communication skill, interpersonal skill and problem-solving skills. Committed to maintaining relationships to increase profitability and drive business results.

PERSONAL INFORMATION

Date of birth: 21st December, 1987
Sex: Male
Marital status: Married
State of origin: Oyo state
Languages known: English and Yoruba

CORE COMPETENCES

- CRM 365
- Microsoft office
- Microsoft Teams
- Avaya (Email and Call)
- Hootsuite (Social Media – Facebook, Instagram and Twitter)
- Finacle

WORK HISTORY

2018 – Current

FirstBank of Nigeria, Limited

Client Service Group (Provider HR Indexx Ltd)

FirstContact Voice Inbound July 2018 to Aug 2019

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Handle complaints, enquiries and request via the telephone

Digital Interaction (Email Administration) Sept 2019 to May 2021

- Handle enquiries, complaints and requests coming in through the FirstContact mailbox.
- Generate daily email interaction reports for collation and paste individual email register on the unit's continuous email register

Digital Interaction (Social Media Specialist) June 2021 till date

- Handle complaints coming in through the Social Media platform (Facebook, Instagram, & Twitter)
- Assisting other consultants from Voice Inbound and email Admin (*Assistance TeamLead*)

2017-2018

National Youth Service Corps (A003691721)

NYSC Nursery & Primary School Tambuwal Sokoto State (PPA)

2012 – 2014

Unified Payment Services, Ltd (Provider: Integrated Corporate Services Ltd)

Service Executive

- Captured customer feedback to communicate to superiors for ongoing improvement.
- Maintained composure when faced with difficult customer situations
- Interpreted management directives to define and document administrative staff processes.
- Monitored employees and customer interactions to assess quality of service.

CERTIFICATION

- Coursera Certification on Soft skills Course by Jobberman, 2021
- Effective Contact Centre Agent Certification Training by NLP Ltd, 2020
- Graduate Member (GNIM) Nigerian Institute of Management (Chartered) 2018
- Associate Member (ACILRM) Chartered institute of Loan & Risk Management 2018

EDUCATION

2013 - 2016 **Bachelor of Science: Banking and Finance (Matric Number 2013/2004)**
Federal University of Agriculture Abeokuta – Abeokuta Ogun State

2009 – 2011 **Ordinary National Diploma: Insurance (Upper credit)**
Lagos State Polytechnic, Isolo Lagos

RESEARCH WORKS

The Effect of Liquidity Management on Banks' Profitability in Nigeria 2016
The Impact of Inflation on Life Assurance Business in Nigeria 2011

VOLUNTEER AND LEADERSHIP POSITION HELD

- ☐ President, INEC CDS Group Tambuwal Zone Sokoto State, Oct 2017 to April 2018
- ☐ Zonal Evang. Secretary Nigeria Christian Corpers' Fellowship, Oct 2017 to April 2018
- ☐ General Secretary, National Association of Banking and Finance Students , 2016

REFERENCES

Available on request