

# ROBERT GIFT OLUWASEUN

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## PROFILE

Self-motivated Customer Service Representative with over 2years of experience in managing customers with clear and transparent interaction. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions Dedication to keeping my skills and knowledge up to speed by learning new computer software working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

## EDUCATION

- **Landmark University Omu-Aran Kawra State**  
Bachelor of Science (Hon) Biochemistry. **2021**

## WORK EXPERIENCE

- **Blue Mart Reality Ltd** **February 2023 till Date**  
Customer Service Representative

### Responsibilities

- . Managed incoming customer inquiries via phone, email, and social media channels. .
- . Provided product and service information to customers.
- . Responded to customer complaints and resolve issues in a timely and effective manner. .
- . Processed customer orders and returns.
- . Collaborated with other teams to ensure customer satisfaction.

### Achievement

- . Successfully built a sustainable relationship with customers, going the extra mile in all conversations.

- **Oyo Mineral Development Agency** **February 2022 to February 2023**  
Administrative Assistant - NYSC

### Responsibilities

- . Developed and maintained a filing system.
- . Updated and maintained office policies and procedures.
- . Planned, coordinated, and managed all administrative procedures and systems. .
- . Performed other related duties as assigned.

### Achievement

- . Provided exceptional administrative support to managers and co-workers, increasing the overall efficiency of the office by 30%.

- **Rmo Collections** **September 2020 to January 2022**  
Customer Service Representative

### Responsibilities

- . Assisted customers with their queries, concerns, and requests, while maintaining a polite and professional demeanor.
- . Received incoming calls from customers and potential clients, answering their questions, and providing accurate information.
- . Identified and resolved customer issues or complaints effectively and efficiently.
  - . Escalated complex or unresolved issues to supervisors or higher management when necessary.

### **Achievements**

- Met all provided sales targeted, by providing customers with information on new products, and sealing deals.

### **LEADERSHIP EXPERIENCE**

#### **Team lead,Cross-Departmental Collaboration**

**February 2023**

- Collaborated with other departments such as sales,marketing,and product development,sharing customers insights and contributing to the improvement of product and service

#### **Team lead, Group Project**

**November 2020**

- Led a team of 4 members for a research project focused on investigating the enzymatic activity of a specific protein
- Assigned and delegated responsibilities to all of them

### **CERTIFICATION**

- Jobberman Soft Skills Training ing Certification  
**2023**

**January**

### **VOLUNTEER EXPERIENCE**

#### **Girls' Education Initiative – Non-profit Organization**

**September 2020**

- Volunteered to help empower and support girl chid education across different location in Lagos State

### **SKILLS**

- Proficient in Computer applications; (MSWord,PowerPoint and Excel)
- Soft Skills:Good problem solving, well-honed communication, and interpersonal skills