

AKI NWUSI, TOLULOPE VICTORIA

Telephone number: 08062881427 **e- mail:** tolulopeakinwusi@yahoo.com

Address: No 5 Kent a Road Idi Aba, Abeokuta, Ogun State.

OBJECTIVE:

A vibrant result oriented customer service representative with keen determination for goal achievement strong innovative skills. Customer Service Associate at Tech Mahindra Nigeria with superb leadership acumen and self motivated with high energy, initiative and focused with intensive insight into the needs of others with ability to listen and identify issues or problem areas and from innovative solution. A proven professional and articulate personality with intent to work with a high net work company where hard work and resilience is recognized and rewarded.

PERSONAL DATA:

Gender: Female

Marital Status: Single

QUALIFICATIONS OBTAINED WITH DATES:

Bachelor of Science (B.Sc.) in Economics 2014

Ordinary National Diploma (OND) in Business administration and management 2010

Senior Secondary Certificate Examination 2008

INSTITUTIONS ATTENDED WITH DATES:

Osun State University, Osun State, Nigeria.

2014

Federal Polytechnic, Ede, Osun State, Nigeria.

2010

St. Timothy's Model Academy Modakeke, Osun State Nigeria

2008

May 2017 - May 2017

WORK EXPERIENCE

customer support Associate- TECHMAHINDRA NIGERIA

3rd- 6th floor OPI C Tower, Oke- ilewo Abeokuta, Ogun State

*Ensuring excellent customer service experience over the phone

*Intimating customer on new product and Service as well as promo offer

*Upselling of company product and services over the phone

*Ensuring customer retention via customer relationship management techniques

*Acting as intermediary between customer and resolution department for escalated queries

*Ensuring proper follow up with customer on queries

*Queries, verifying and resolving customer various issues with essential application like Minsat 6.0, single view, Avaya, BlackBerry Broker, credit lian service remedy CS that are considered advanced technologies for an effective and reputable telecommunication company

*Resolution and closure of assigned queries with service level Agreement (SLA)

Oke Mbsan, Abeokuta South in Ogun state Nigeria

Job Description

- Inputting stamped documents into the computer system for record purpose.
- Maintenance of stamp duty dispatch registry.
- Collating and computing of global stamp duty returns and reports.
- Assessment of document for stamp duty into ledger as well as forwarding some for approval
- Dispatch of processed stamped document to taxpayer
- Raising and delivery of assessment

National youth service (Peer Educator and Trainer)

2015 - 2016

SKILLS

Attention to quality- I take pride in my work and aim for my highest possible standard. I made the various jobs that I have had enjoyable by setting myself high standards of cleanliness, speed and accuracy.

Excellent communication skills- I learned to establish effective working relationships quickly with people, often very different to me, in the variety of jobs that I have taken on with testimonies from my other co-workers especially in my last job

Willingness to learn- I have always been a keen learner, and have picked up new systems quickly in my various jobs. I learnt to use the life application in my last employment quite fast to the amazement of my boss which led to me being saddled with greater responsibilities.

Problem solving- I have a questioning and determined attitude to problems. This reflects in the various roles I have taken up as an undergraduate.

Computing skills- proficiency in Microsoft Excel using some technical functions, Microsoft Word, power point, and SPSS.

TRAINING:

Life seminar (Nigeria Securities Regulatory System has failed) by Professor O.O Oladele and Leadership Assassination and Movement Survival: The Ogoni and Islamic movement in Nigeria) by Dr. John Agbonifo

HOBBIES Organizing, Solving problems and reading.

REFEREES:

Mr Kamar'deen Olakunle Olayemi
Ogun State Internal Revenue Service, Abeokuta
Head of Stamp Duty & Land Matters
Ogun State
08033667326

Dr. A. O. Olaniyan
Osun State University Osogbo
Department of Economic
Osun State
08033991197

Dr Abimbola Odeyemi
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Osun St ate
08034959560