

AGUNWA RUTH OLUWABUKOLAMI

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OBJECTIVE:

To consistently ensure quality assurance compliance in service delivery while providing close looped feedback to achieve service recovery.

To secure a responsible career opportunity to fully utilize my training skills while making a significant contribution to the success of the organization.

EDUCATION

Obafemi Awolowo University, Ile Ife (2012)

BSC/ED Geography

Prince and Princess Academy (2006)

Senior Secondary School Certificate

PROFESSIONAL; CERTIFICATIONS

Federal University of Technology, Akure (2013)

Diploma in Data Processing

MTN-Nigeria (2015)

How May I Help You

TRAININGS ATTENDED

Customer Experience Management (2019)

EMPLOYMENT HISTORY

Victomerc Montessori School, Ibadan.

September 2019 till date

School Secretary

Responsibilities;

- Greet parents and pupils also provide them with information.
- Schedule appointment and give support to teachers and school officials.
- Attend meetings and record proceedings.
- Keep a check on the inventory of school materials and normal office supplies.
- Manage telephone calls, get data and directly talking to suitable person.
- Reply to queries and direct them to suitable school personnel.
- Meet with other professionals such as education welfare officers and educational psychologists, if required
- Prepare and mark work to facilitate positive pupils' development.
- Keep up to date with changes and developments in the structure of the curriculum
- Provide feedback to parents on careers of a pupil's progress at parents and teachers meetings or any other meetings

ISON BPO International Limited, Abeokuta

November 2015 - May 2019

MTN Customer Care Executive

Inbound calls

Responsibilities;

- Established and maintained professional business relationship with customers to enhance the business, image, and services
- Attended to high profile customers on products, services and technical related issues
- Resolved complaints about billings and services provided
- Processed customers' orders, changes and returns according to established organizational policies and procedures

- Analyzed essential customer information via the customer relationship management (CRM) and other applications
- Enlightened customers on new products and business initiatives
- Drove the self-service adoption initiative aligning to the organizational strategies
- Assisted in prompt resolution and escalations of customers queries to relevant stakeholders
- Partnered with stakeholders (Data hub & DSS) to meet and exceeded customers service expectation
- Maintained and improved quality results by adhering to standards and guidelines; thereby recommending improved procedures
- Organized and coordinated team huddle

Outbound calls

Responsibilities

- Followed communication script when handling different topics
- Managed large amounts of inbound and outbound calls in a timely manner
- Identified customers' needs, clarified information, researched every issue and provided solutions and/or alternative
- Seized opportunities to upsell products when they arise
- Built sustainable relationships and engaged customers by taking the extra mile
- Frequently attended educational seminars to improve knowledge and performance level
- Met personal/team qualitative and quantitative targets.

Achievements at ISON BPO;

- Rewarded for excellent service delivery in Quality, 2017
- Rewarded for excellent service delivery in Quality, 2018
- Appointed Knowledge Champion

Mighty Miracle College, Ibadan (January 2014 – October 2015)

Geography Teacher

- Designed lesson notes, presented lessons and evaluated students' performance
- Prepared and graded standardized tests and examinations.
- Set expectations for students in relation to standards of achievement and the quality of learning & teaching
- Updated students on relevant scientific and technical developments
- Promoted geography learning through out of hours activities
- Ensured effective and efficient deployment of class room support
- Worked with parents on students' performance and supervised students' behaviour.
- Implemented the school's policies and regulations for all students
- Planned field trips and research projects that present geographical elements of local, international or unique areas

SKILLS / INTERESTS

- Customer Relationship Management
- Excellent communication, presentation and networking skills
- Multitasking skills
- Target oriented and results driven skills
- Excellent team leadership skills with the ability to motivate and inspire team members.
- Problem Solving skills
- Microsoft Office Suite and CRM proficiency

REFEREES

Available on request