

**NAME:** AJIBADE, DAMILOLA DEBBIE.  
**BORN:** 24th October, 1990.  
**ADDRESS,** NO 1, ZONE A, AMOLE STREET,  
APATA, IBADAN.  
OYO STATE.  
**MARITAL STATUS:** SINGLE.  
**SEX:** FEMALE.  
**NATIONALITY** NIGERIAN.  
**RELIGION:** CHRISTIANITY.  
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**LANGUAGE** ENGLISH AND YORUBA.

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### **CAREER OBJECTIVE**

Seeking career in customer service by constantly and consistently meeting and exceeding customers experience in an organization which is customer oriented to achieve its goals.

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### **EDUCATIONAL INSTITUTIONS**

#### **B.A. CHRISTIAN STUDIES.**

UNIVERSITY OF ILORIN, ILORIN, KWARA STATE

Bachelor of Arts:Christian Studies(Second Class Honors;upper Division  
Oct.2010\_July 2013.

#### **NECO CERTIFICATE.**

OLAPADE AGORO LEADERS HIGH SCHOOL, IBADAN. Oct.1999\_\_  
Oct.2005

#### **PRIMARY CERTIFICATE.**

BAMBO GROUPS OF SCHOOL, FALADE LAYOUT, APATA. Oct.1994\_\_  
Oct.1999

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### **CERTIFICATIONS**

Certificate of Excellence \_Quality Customer Service Delivery Ison  
Bpo,Ibadan. June 6,2016.

Certificate of Completion"MTN HOW MAY I HELP YOU TRAINING "  
September 24,2015.

Certificate of Competence\_ HSE Levels 1&2

## **WORK EXPERIENCE**

**CUSTOMER CARE REPRESENTATIVE: ISON BPO INTERNATIONAL  
LIMITED/ MTN PROCESS DUGBE, IBADAN, OYO STATE.**

Oct. 2015-Till Date

### **JOB DESCRIPTION**

- Answering inbound calls courteously while ensuring a one call resolution of customers queries.
- Address and resolve customers product complaints empathetically and professionally.
- Accurately document, research and resolve customers complaints.
- Using appropriate call handling skills providing excellent service delivery to attend to customers in line with key performance indicators (KPIs), Quality and average handling time (AHT).
- Responsible for actively ensuring the retention of the organization's customer base which include promoting existing and potential customers.

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### **STRENGTHS**

- Possess Good Oral and Written communication skills.
- Team work.

- Multi-line phone operation proficiency.
- Efficient use of Microsoft office suites.
- Ability to multi-task.
- Ability to work with little or no supervision.
- Customer interface expertise.
- Ability to make decisions quickly using good business judgement.

## **SOFTWARE PROFICIENCY**

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**Agility and sieble CRM.**  
**Avaya software knowledge.**

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## **REFERENCE**

**Available on request.**