

GBADAMOSI ITUNU CHRISTIANAH

Balogun Kobomoje Street,
Ring Road ,
Ibadan,
Oyo State .

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OBJECTIVES:

To add value and contribute selflessly in achieving the set goals of the organization.

PERSONAL DATA:

Sex: **Female**

Nationality: **Nigerian**

State of Origin: **Oyo**

Local Government Area: **Ibadan South West**

Marital Status: **Single**

Date of Birth: **28/06/1992**

EDUCATION BACKGROUND WITH DATES:

(2018) Ison Bpo Limited, 3rd Floor, Old Kingsway Building,
Dugbe, Ibadan, Oyo State.

CERTIFICATE OF COMPLETION

(Customer Service Training)

(2018) National Youth Service Corps, Ibadan, Oyo State.

NYSC COMPLETION CERTIFICATE

[2016] Obafemi Awolowo University, Ile-Ife, Osun State.

B.Sc. (HONS) COMPUTER ENGINEERING

[June, 2009] Oritamefa Baptist Model School , Ring Road Annex, Ibadan, Oyo State.

[1996-2002] Methodist Basic Primary School II, Aresa, Ibadan, Oyo State.

OTHER CERTIFICATES AND CONFERENCES ATTENDED WITH DATES:

(2018) Certificate of completion, Customer Service Training , ISON BPO LIMITED.

[2011] Microsoft Students' Conference, Obafemi Awolowo University, Ile-Ife, Osun State

[2012] NACOSS OAU Conference Lecture on Local Problems Global Solutions: Issues and Opportunities. Obafemi Awolowo University, Ile-Ife, Osun State.

[October, 2012] Thrive Shuttle Initiative (TSI). Coaching Seminar tagged: From Campus to Corporate World Season II

[February,2016] Beyond Ife. Season 7.

WORK EXPERIENCE WITH DATES:

[June, 2009 – February, 2010] Teacher at His Goodness & Mercy International School, Elebu Area, Oluyole Extension, Ibadan, Oyo State.

[November, 2014] Sales Representative at Promasidor (Nigeria) Ltd, OAU Chapter.

[January,2015] Graphic Designer at Landmark Information and Communication Technology.

[March,2015] Sales Consultant at Jumia Nigeria.

[July, 2015] Kitchen Supervisor at His Grace Restaurant, OAU Central Market.

[June,2016] Editor at Ibadankiniso Media Company

[January,2017] Publicity Leader at Samphobies Media Company.

(May 2018) Customer Care Representative, Airtel Network at Ison Bpo Limited, 3rd Floor, Old Kingsway Building, Dugbe, Ibadan, Oyo State.

POSITIONS OF RESPONSIBILITIES:

[2012/2013 session] **Vice-President** The Nigerian Association of Computer Science Students (NACOSS), OAU.

PROFESSIONAL EXPERIENCE AS A CUSTOMER CARE REPRESENTATIVE:

Handle averagely 200 calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling unsolicited services.

Trained two employees on how to use Applications, entering customer data and organizing customer interaction logs.

Received an average of 85% customer satisfaction rating to date.

Memorized entire line of company products and services, including prices and special discounts.

Provided basic technical support for clients on a wide range of company products resolving issues at a 90% rate.

Remained courteous and calm at all times even during moments of intense customer displeasure.

Learned how to use ECMS, SingleView, CCUI, Subscription Engine amongst others to validate information and resolve issues.

Awarded Certificate of Completion in Customer Service Training.

ADDITIONAL SKILLS:

SOFTWARE: SingleView, ECMS, CCUI, Subscription Engine, Maximus.

Experienced with Microsoft Office -Word&Excel

Excellent communication skills with a focus on customer service.

20WPM Typist

Conversational in Yoruba (able to meet all customer service requirements with Yoruba and English speakers)

HOBBIES:

I like meeting focused people, learn from them and bring out the best in them, I like to engage in products advertisement, I like involving myself in various businesses (especially online buying and selling), I love listening to good music, I love reading in order to be updated.

PERSONAL SKILLS:

Graphic designing skills

Proficiency in the use of Microsoft Packages

Outstanding analytical and problem-solving skills

Excellent oral and written communication skills

Self-motivated and target oriented

Ability to handle sensitive information with confidentiality and integrity

Fantastic interpersonal and leadership skills

Ability to multi-task

Ability to work effectively in a team

REFEREES:

MR AJAYEOBA TEMITOPE ADEKUNLE

ASSISTANT LECTURER,

Department Of Chemistry,

Obafemi Awolowo University,

Ile Ife, Osun State.

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MR BABATUNDE ALE

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