ASAWE AJOKE FAITH

Ibadan

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+234 813 783 2204

To render my services by maximizing my ability and elevate the name of the company by discharging my duties in responsible and dedicated manner.

Personal Details

NYSC Status: Completed

Work Experience

Customer Service Representative

TRADE DEPOT - Lagos 2020 to 2022

Strong written and verbal communication.

Manage incoming calls.

Interact and connect with different types of personalities.

Helping customers with complaints and questions.

Giving customers information about company's products and services and process orders. Eciently solving problems and manage situations with professionalism, empathy and urgency.

Collaborate with team members to ensure customer satisfaction.

Collection Officer

Grooming microfinance - Ibadan 2019 to 2020

Reviewing the company debtor list.

Reaching customers and informing them of their overdue bills.

Advising customers on their payment options and suggesting methods of payments.

Instituting legal action when customers fail to pay their debt.

Responding to customer queries.

Maintaining customer payment records.

Giving final notice warnings to customers when payments are not being made.

Teaching

National Youth Service Corps - Edo

2018 to 2019

Teach to impact knowledge on students

Input Officer

Cway Food and Beverages Nigeria Limited - Sango Ota 2017 to 2018

Compilation, verification and sorting of information to data for computer entries. Reviews and correction.

Education

Bachelor of Arts in FRENCH

Ekiti State University - Ekiti 2014 to 2018

Senior Secondary

De-excel Universal College - Ogun 2009 to 2011

Primary

Mercy of God Schools - Ogun 2001 to 2005

Skills

• Self motivated and target oriented. Active listening and strong communication skills. Multilingualism. Customer Service. Teamwork and Leadership skills. Time management. Cold calling. Computer skills. Problem solving. Multitasking. Human Resources.

Languages

• French English Yoruba - Fluent

Certifications and Licenses

Diplôme d'Etudes en langue française. DELF/DALF B1

2016

Human Resources Management

2019