

AMINAT ARIKE AKINDELE

JS 31B, Railway Quarters, Dugbe, Ibadan, Oyo State.
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PROFESSIONAL SUMMARY

Versatile Customer Care Executive with extensive knowledge of customer management procedures and familiarity with Customer Life-Cycle Management and Avaya Call distributor. Professional and courteous with excellent problem-solving abilities.

SKILLS

- Excellent problem solving abilities
- Strategic sales knowledge
- Computer proficient
- Team player
- Decision-making
- Skilled multi-tasker
- Critical thinking
- Outstanding social skills
- Self-motivated
- Interpersonal skills

WORK HISTORY

05/2019 to **Customer Care Executive**

Current **ISON BPO International – Ibadan, Oyo**

- Compiled customer feedback and recommended service delivery improvements to management.
- Defused customer concerns with exceptional conflict and problem resolution skills.
- Drove sales by educating customers about products and services.
- Followed up with each customer to ensure appropriate actions were taken.
- Entered customer interaction details in CLM to track requests, document problems and record solutions offered.
- Professionally answered 200 calls daily for MTN Nigeria.
- Achieved 100% satisfaction rating through consistent,

proactive resolutions of customer issues on first call.

- Kept accurate records of all customer interactions and transactions.

11/2018 to **News Anchor**

03/2019 **African Independent Television – Ibadan, Oyo**

- Read teleprompter accurately to deliver nightly news headlines.
- Introduced shows on air and announced station breaks, commercials and public service information.
- Coordinated with talent relations department to facilitate execution and payment of talent contracts.
- Edited and prepared news stories for news production.
- Presented news stories for live transmission.

01/2017 to **Teacher**

12/2017 **Government Pilot Junior Secondary School, Zango**

(NYSC) – Daura, Katsina

- Worked collaboratively with other teachers to review data and develop instructional strategies to address student learning objectives.
- Used range of instructional approaches and classroom activities to draw students into material and enhance understanding.
- Reviewed curriculum and devised alternate approach to presenting lessons to increase student understanding.
- Fostered team collaboration between students through group projects.

- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking.

EDUCATION

2016 Higher National Diploma (HND) Upper Credit: Mass Communication
The Polytechnic, Ile-Ife, Osun State.

2013 Ordinary National Diploma (OND) Upper Credit: Mass Communication
The Polytechnic, Ile-Ife, Osun State.

CERTIFICATIONS

CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT (CICRM) 2017

- Chartered Post-Graduate Diploma in Customer Relationship Management