

ADEYEMI KUNLE ADESOLA

OPP. OMO AROKE BOOKSHOP, HAJJ CAMP ROAD, GAA ODOTA, ILORIN, KWARA STATE.

Email: ***kunleyemi12@gmail.com***

Phone No: **08064495825, 08032032729.**

11th, March, 1984 (Date of Birth)

Marital status: Married, No of children: 3

State of Origin: Kwara, **LG:** Irepodun, **Home Town:** Rore.

CAREER OBJECTIVE:

To live and work as a change agent, a passionate listener who always learn, think, inspires, motivates strategizes and provides useful tools for quality development of human and organizational resources anywhere I find myself.

SKILLS AND COMPETENCE:

I possess interpersonal relationship with excellent communication skills and ability to resolve customer queries or problems in a timely manner without adding to their problems and making them feel that they are king. Also, working in an environment with or without team-work is paramount to me. Strong leadership qualities, analytical, technical, pronounced experiences in my chosen field are trust evidence of my competence.

ACCOMPLISHMENT:

- ❖ Ability to work with ***SIEBEL CRM*** (A Customer Relation Management Application).
- ❖ Ability to work with ***AGILITY CARE*** (A Customer Management Tool).
- ❖ Understand the customer.
- ❖ Retain customers through better customer experience.
- ❖ Attract new customers.

PROFESSIONAL TRAINING ATTENDED:

- ❖ ***How May I Help You Training at MTN Nigeria Training School, Apapa, Lagos.***
- ❖ ***Siebel CRM*** (A Customer Relation Management Application) at MTN Nigeria Training School, Apapa, Lagos.
- ❖ ***Frontline Capability Development Training Program at MTN Service Centre 2, Training Room, Idi-ape, Ibadan, Oyo State.***
- ❖ ***Computer Certificate*** – Information Technology

WORK EXPERIENCE:

- ❖ **MTN CONNECT LITE OFFA.**

149, Olofa Way, Old PHCN,
Offa, Kwara State.

Designation: *Customer Care Representative.*

July, 2013-Till Date

- ❖ **Learning field International school, Onitsha, Anambra State. Corp Member 2013**
- ❖ **God's Promise Nursery/ Primary School.**

Agbon Jegede via Ilesa,

Osun State.

Periodic Teacher

2009-2010

❖ **Blessed Record Store and Company.**

185, Abeokuta Expressway, Iyana Ipaja, Lagos.

Sales Executive

2002-2004

DUTIES PERFORMED AS CUSTOMER RELATIONSHIP OFFICER:

- Educate customers on MTN products and services, functionalities, features and competitive advantage.
- Up and Cross sell MTN products and Services (Telemarketing) to grow spend.
- Capture and monitor customer complaints and points of improvement and ensure complaints and queries are promptly attended to and escalated appropriately.
- Handle all enquiries and requests of customers and ensure resolution as well as inform customers of status of their complaint, query or request and record details of contact.
- Ensure Key Customer Data is adequately captured and prompt documentation of transactions and collect data and information on customer care needs/issues.
- Establish and maintain professional business relationship with customers to enhance MTNN's business, image and services.
- Assist line managers in the development of team and individual quality and performance standard.
- Participate actively in the administration of customer satisfaction surveys and employee satisfaction survey.
- Analyze customers' information needs, business problems and business opportunities to determine efficient and effective systems/programs
- Provide customer service in terms of problem tracking, troubleshooting and systems fault resolution

EDUCATION AND QUALIFICATION OBTAINED WITH DATE:

- ❖ **HND, Banking and Finance**, Kwara State Polytechnic, Ilorin. **Lower Credit** **2010**
- ❖ **ND, Banking and finance**, The Polytechnic, Ibadan. **Lower Credit** **2007**
- ❖ **Senior School Certificate Examination:** Jamaat Nasril Islam Sec Schl, Owu-Isin **2002**
- ❖ **First School Leaving Certificate:** L.G.E.A Primary School, Rore, Kwara State. **1994**

HOBBIES:

Cooking, Travelling and Watching Football

REFERENCES:

MR. OLUSEYI BAKARE

Manager: MTN CONNECT OFFA,

149, Olofa Way, Offa.

Kwara State.

Tel: 08032035021.

BARR. AWORINDE JOHNSON KEHINDE

Bisi Adegunle & Co

10, Ajakaye Street,

Onipetesi, Ikeja, Lagos.

Tel: 08030442993

Mr. JOHN BABALOLA

Director, Favour Computer, Oke Erin, Ilorin.

Tel: 08055370839