

KING JOSEPHINE

Alaro Central mosque Sango
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EXPERIENCE

Omnibiz Africa, Ibadan — Customer service representative

May 2022 - PRESENT

- Handle customers' complaints.
- Provide appropriate solutions and alternatives within time limits
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Manage 50+ calls per day
- Handling both inbound and outbound calls
 - Take the extra mile to engage customers
 - Generate sales lead,take orders and sell goods
 - Explain products and product prices
 - Follow up on previous customers for potential sales
 - Build and maintain profitable relationships with key customers

Ison Experiences, Ibadan — Call Center Agent

October 2021 - May 2022

- Provide appropriate solutions and alternatives within time limits
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Applied problem solving skill to resolve customer inquiries ,disputes and escalate using appropriate channels when necessary.

SKILLS

Good communication skills

Excellent Customer Service skills

Right attitude to work

Ability to work with or without supervision

Organizational skills

Effective time and space management

Active listening

Persuasiveness

CRM knowledge

LANGUAGES

English Language

EDUCATION



Larion College, Lagos State — *High School*

2006-2011

The Polytechnic Ibadan, Ibadan — *National Diploma*

Dec 2013 - 2015

The Polytechnic Ibadan, Ibadan — *Higher national Diploma*

Dec 2019-Sep 2021

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