

OLUWOLE OLOLADE SAMSON

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SUMMARY:

Dedicated and customer-oriented professional with a proven track record. I am skilled in effectively leveraging my technical expertise. Alongside this, I possess strong soft skills, including patience, empathy, active listening, efficient time management, and team collaboration. My primary goal is to consistently deliver exceptional customer service. I am currently seeking an opportunity to apply and further enhance these skills within an agile customer service role in TD Bank.

EDUCATION

Nova Scotia Community College, Halifax, Nova Scotia.

Expected Summer 2025

Diploma in Database Administration.

Babcock University, Ogun state, Nigeria.

2014 - 2020

BSc. Computer Sci.

PORTFOLIO PROJECTS:

Analyzed Covid Data from January 1st 2020 to April 30th 2022 to generate meaningful insights using Sql and Tableau.

<https://github.com/Loladeoluwole/-PORTFOLIOPROJECTS>

<https://public.tableau.com/app/profile/LoladeOluwole>

RELEVANT SKILLS

- **Technical Skills:** *Microsoft Office (Office 365), Microsoft SQL Server, Tableau, PowerBi, Git/Github, Windows and Mac Operating System. Rave, Microsoft Dynamics, Avaya Contact Center, Quick Assist.*
- **Non-Technical Skills:** *Effective communication, empathy, time management, inventory management, problem solving, teamcollaboration, adaptable, email etiquettes, client relations, conflict resolution, team player, proactive.*

CERTIFICATION

- Google Data Analytics Professional Certificate – 2021
- Google Project Management Professional Certificate– *in view*

RELEVANT EXPERIENCE

Virgin Plus

Halifax, Nova Scotia

Sales Representative

Sep 20223 – Present

- Leverage in-depth knowledge of mobile technology to deliver tailored wireless solutions and provide exceptional customer service.
- Utilize a strategic sales approach to consistently surpass individual and team sales targets, demonstrating adaptability in a dynamic, fast-paced environment.
- Engage in a blend of online training and hands-on learning to stay current with industry trends and product knowledge.
- Collaborate effectively within the team, adapting to an ever-changing retail environment to meet customer needs.

Tek Experts (Microsoft)

Lagos, Nigeria

Technical Support (SharePoint)

Jan 2023 – Jun 2023

- Support Enterprise end-users with issues ranging from permissions, Sharing, Collaboration, Synchronization, User profiles, which in turn helped me achieve an average Customer Satisfaction rating of 95% in the space of 6 months.
- First point of contact for 4 to ~6 customers per day and effectively responding to customer tickets/e-mails via RAVE, and subsequently went on to achieve an average customer verified resolution of 98% within 5 months.
- Employed active listening skills to understand customer issues, resulting in 60% of cases to be resolved by first quality response.
- Demonstrated effective time management, consistently meeting SLAs, contributing to a increased CSAT.
- Demonstrated empathy by understanding customer pain points, leading to an increase in positive customer feedback.
- Collaborated with fellow engineers by sharing insights on daily resolved cases which improved productivity to a rate of ~16 closed support request per hour.
- Leveraged strong written and verbal communication skills to ensure clarity and precision in customer interactions.

Access Bank**Lagos, Nigeria***Customer Service Representative**Jul 2022 – Dec 2022*

- Conducted all business operations and customer transactions according to bank service standards.
- Proactively advised customers on the use of available access channels.
- Applied queue management skills to reduce customer wait times by 40%.
- Leveraged concierge training to proactively understand customer needs, leading to 25% increase in customer satisfaction.
- Collaborated with teams to identify and implement process improvements, resulting in increased efficiency.
- Demonstrated expertise in explaining banking products, contributing to 10% increase in product adoption.
- Utilized active listening skills to understand customer needs, leading to an improvement in personalized service.
- Collaborated with team members to improve internal processes, enhancing overall customer experience.