
BABAWALE OLUMUYIWA ENOCH

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Digital Executive

Work experience

30/04/2019 - 20/12/2020 Customer Care Specialist

MultiChoice Nigeria Limited

Customer Care Services for a Multinational and their huge Clientele spread over 160 Countries especially in Nigeria.

Receiving inbound emergency (Life Threatening) calls from the public and escalating emergency calls to relevant agencies for prompt rescue.

Conducting CSAT (Customer Satisfaction) survey via outbound calls to the public for feedback. Ensure daily adherence to call center policies and procedures to meet SLA (Service Level Agreement).

Assisting customers effectively by solving customer's challenges. Compiling daily, weekly and monthly Case study and Escalation reports of contact center operations to ensure performance is optimal.

Logging all queries properly and escalating possible complaints to the concerned teams using effective CRM softwares and tools.

06/07/14 - 22/08/17

Social Media Manager

Wisdom Gate Communications

Working on Projects with other Team members to build Conversations via Social Media.

Managing the Social Media Accounts strategically focusing on Twitter and gaining a large following of + 100 on the alternative Twitter Account.

Working with Graphic Designers and Digital Marketers to publicize events.

03/2017 - 02/2017

Graduate Administrative Assistant

Ambassadors College, Ota

Worked with the School Administrator, assisting her in clerical activities.

Worked on MS Excel projects for the School Administrator.

Worked with the Admissions Officer to process International Admissions for Secondary School Leaving Students.

Assisted in taking Students to their Examination Centres.

Represented the Administrator in the Zonal Education Office several times.

Education

2012 - 2016

B.A History and International Relations (Second Class Upper Division)

University of Ilorin

JCI Representative

AIESEC Representative

SOFTCOM participant

2005 - 2011

Secondary School Leaving Certificate

Air Force Secondary School Ikeja

Skills

Emotional Intelligence



Proficiency in computer operations with Knowledge of Microsoft Office Suites



Customer Relationship Management



Python and Java Languages



Ability to be engaged in high volume of work with controlled Supervision



Referees

Mr Opabola - 0803 307 8846

Mr Femisoro Ajayi - 0813 672 1018

Mrs Ifeoma Idigbe - 0803 331 3165

Dr Oladeji - 0803 272 3970