



# OLUWAFEMI LATEEF OGUNSOLA

Customer service Representative

## EDUCATION

### University of Algarve

2020 – 2022 -Escola superior de Saude da Universidad do Algarve, Faro Portugal.

**MASTERS IN TIURISM ECONOMICS AND REGIONAL DEVELOPMENT**

### LAGOS STATE UNIVERSITY

1999 - 2003

Lagos state university, Lagos Nigeria  
BACHELOR OF SCIENCE

### Majorel. Lisbon Portugal Customer Support Specialist

**18/8/2021-Date**

- Inquiries about the client products and/or services;
- Locating products at the client stores and Authorized Dealers who carry these products;
- Collecting and providing feedback regarding products, websites, and advertising;
- Checking on Order Status;
- Setting up returns, checking the status of returns and refunds, assisting with refunds (dependent on payment method);
- Handling Consumer Complaints regarding their experience at client Authorized Retailers;
- Providing technical support for users of the client Apps;
- Scheduling callbacks and performing outbound Calls, if necessary or upon the request

### Bio Adequate Logistics. Customer Service Representative

2/2/2018– 10/9/2020

Manage client related issues and inquiries via telephone and emails  
Ensure outstanding customer satisfaction  
Follow up with existing and new clients.

### Dangote Cement, Ibese Nigeria, Fleet operation

**4/5/2012–28/12/2017**

Monitoring and tracking of company fleet responsible for distribution of company's product

## PROFILE

A position that would enable me contributes positively to the growth of any organization through planning and proactive decision making a creative and workable operation system with adequate control that will facilitate personal career development toward achieving the organization's overall objective.

## ADDRESS

*Avenida Combatantes Grande  
Guarra n57, R/CD,2700-208  
Amadora, Lisboa*

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**LANGUAGE SKILLS.** . Mother tongue(s):  
ENGLISH (ATTESTATION AND CERTIFICATE  
AVAILABLE ON REQUEST)

**PORTUGUESE** . Basic level

**SKILLS.** Training skill. Customer/client  
service relations. Administration skill  
Good Communication and interpersonal  
skills

**DIGITAL SKILLS.** Microsoft Office: Word,  
Excel, Access, Power Point, Outlook.  
Social Media and Email Marketing  
platforms and analytical tool

**JOB-RELATED SKILLS,** raining skill  
Customer/client service relations  
Administration skills