

OLADIPO, OLADELE MOSES
16, Adeogun Street, Orile Oshodi, Lagos.
oladipooladele08@gmail.com
(+234) 8138123036

SUMMARY

Dedicated customer service representative with 1+ year experience with proven ability to establish rapport with clients to maintain satisfaction and contributing to company success.

WORK EXPERIENCE

Paycom Nigeria Limited

Customer Service Representative

August 2019 - till date

- ◆ Promptly responding to general inquiries from customers via the company in-house customer interaction platform.
- ◆ Resolved an average of 350 inquiries in any given week and constitutently met performance benchmark in all areas.
- ◆ Developed strategic-relationship and partnership building skills listening attentively to solve customers' complaints thereby achieving a win-win outcome.
- ◆ Commended for initiative, intense customer focus and dependability in performance evaluations.

Christ Apostolic Church Campus Fellowship, AAUA

Financial Secretary

Oct. 2015 - Dec. 2016

- ◆ Responsible for recording all Income and Expenditure.
- ◆ Responsible for Approval of Fellowship Budgets.
- ◆ Presentation of Financial statement monthly.

EDUCATION

B. Sc. Banking and Finance - Second Class (Upper Division)

January 2017

Adekunle Ajasin University, Akungba Akoko Ondo State

West Africa Senior Secondary School Certificate (WASSCE)

June 2011

Ikotun High School, Ikotun, Lagos State

EDUCATIONAL TRIP

Industrial Trip to Benin City, Edo State

June 2016

Visited the;

- ◆ Nigeria Stock Exchange (NSE).
- ◆ Nigeria Deposit Insurance Corporation (NDIC).

LEADERSHIP EXPERIENCE

Boripe LG Coordinator

Feb. 2018 - Sept. 2018

Nigerian Christian Corpers' Fellowship, Osun State Chapter.

Assistant General Secretary

Oct. 2015 - Dec. 2016

Faulty of Social and Management Science Campus Fellowship, AAUA.

CERTIFICATIONS

- ◆ Project Management Professional (PMP) August 2018
- ◆ National Youth Service Corps December 2018

SKILLS

- ◆ Typing
- ◆ Organizational skills
- ◆ Proficient use of Microsoft packages
- ◆ Excellent written and verbal communication skills
- ◆ Strong numeric and analytical skills

HOBBIES

- ◆ Reading
- ◆ Watching Documentaries
- ◆ Networking
- ◆ Writing

REFEREES

- ◆ Available on request.