Peter Olaosebikan

Born 26th of March 1995
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INTRO

CORE STRENGTHS

* Front End Developer

* Payment Planning

* Administrative Support

* Database Management

* Customer Service

* Debt Recovery Management

* Skip Tracing Techniques

* Project Management

* Digital Marketing

* Business Development

* Relationship Management

* Problem Resolution

WORK EXPERIENCE

Customer Care
New Edge • Jan 2020 – Jul 2020

New Edge. Ogunnusi Rd, Ogba. Lagos. 1. Handled inbound and out-bound calls relating to reconciliation and collection of delinquent accounts. Prevented impending loss, increase profitability, and negotiated and enforced scheduled collection campaigns. 2. Initiated consumer negotiations for debt recovery through phone and email. 3. Assisted debtors in setting up payment plans to settle overdue balances. 4. Collected debts, arrange payment options, advise customers of necessary debt repayment. Promoted company products and services to boost sales. 5. Provided excellent customer service and improve service efficiency by 66%. 6. Resolved customers' complaints and issues and ensured their satisfaction.

Customer Care Agent
• Aug 2019 – Jan 2020

Mwanga. Etiebets Place. Ikeja, Lagos. 1. Traced delinquent customer & propose repayment plans that simultaneously maximized revenue and retained customers by 70%. 2. Exceeded targets for collecting overdue loans and completed 100+ inbound and outbound calls. Assisted with reducing delinquency of payments and offering repayment solutions. Provided advice that suits customer needs. 3. Resolved customer questions, inquiries, complaints, issues, and concerns 4. Presented debtors with multiple payment options and liaise between contracted clients and debtors.

Teacher
Belfast Int'l School Kontagora • Jul 2018 – Jun 2019

EDUCATION

Bsc. Mathematics
Ekiti State University • Apr 2013 – Jun 2018

Peter Olaosebikan is a Graduate of Mathematics In the Faculty of Science at EKiti State University. My project topics is Solution to Legendry Differential Equation Using Contour Integral, Superviced by Dr, Adebayo.

SKILLS

Github (or other software version management systems)   React.js   Python   JavaScript   HTML

Code documentation   Bootstrap   CSS   Android development   Programming   Teamwork

Problem solving   Customer service   Conflict and complaint resolution

CERTIFICATES

LANGUAGES

Yoruba
Spoken: Basic • Written: Basic

English
Spoken: Fluent • Written: Fluent

LINKS

https://web.facebook.com/popeter1