

YUNUS OLUWADAMILARE KELANI

Customer Service Representative | Aspiring Web Developer

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Creative and customer-focused professional with over 3 years of experience in customer service and sales, specializing in resolving customer issues, driving sales, and building strong relationships. Recently transitioned into web development, bringing strong problem-solving skills, digital literacy, and a passion for technology. Eager to contribute to innovative web-based projects, including telemedicine platforms addressing SDG (Sustainable Development) goals.

Work Experience

Customer Service Representative/Sales Representative

Apr 2021 - Present

DATAHOOD GLOBAL ENTERPRISES | Ilorin, Kwara State

- Manage customer inquiries through phone calls, chat, and email using HubSpot.
- Provide detailed information about products and services, ensuring customer satisfaction.
- Resolve customer complaints efficiently to maintain positive customer relations.
- Handle complex cases and escalate as needed.
- Review and improve technical areas using customer feedback.

Customer Sales Representative

March 2018 - Oct 2020

DE_EMMASCO INT | Ilorin Kwara State

- Assessed customer needs, providing tailored solutions to ensure satisfaction and increase sales.
- Developed and implemented effective sales strategies to meet targets.
- Regularly up-sold and cross-sold to enhance customer satisfaction and sales performance.
- Negotiated sales deals and built long-lasting customer relationships.
- Provided regular sales reports to management and worked with teams to manage inventory.

Projects

MEDIC'S HEALTH (Telemedicine Website)

Aug 2024 - Present

A telemedicine platform designed to address healthcare challenges and provide accessible health services. It aims to connect patients with healthcare professionals remotely, with a focus on SDG goals relevant to health and wellness.

- Technologies Used: HTML, CSS, Bootstrap, MySQL, Node.js, Express.js, JavaScript
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- **Key Features:**
 - Patient and doctor communication through virtual consultations.
 - Secure user registration and login systems.
 - Real-time appointment scheduling
 - Database management for storing patient records.
- **Achievements:** Currently under development, with plans for integration of advanced health tracking features in future updates.

Volunteer

Customer Service Support

Nov 2020 - Mar 2021

DATAHOOD GLOBAL ENTERPRISES

- Assisted customers with inquiries via phone and chat.
- Resolved customer complaints with active listening and timely solutions.
- Escalated complex issues to technical support for resolution.
- Analyzed customer feedback to improve service processes.

Production Manager Assistant & Sales Representative

Oct 2017 - Feb 2018

AL-MM VENTURES

- Assisted the Production Manager in overseeing day-to-day operations of the yogurt and water production process
- Ensured production schedules were met, and quality standards were adhered to.
- Monitored inventory levels of raw materials and managed supply chain coordination.
- Worked closely with the sales team to promote products and increase market share.
- Provided excellent customer service, handling inquiries and resolving issues.
- Assisted in the development of sales strategies to expand customer base.

Core Skills

- Customer Service, Language Proficiency, Conflict Resolution, Customer Database,
- Digital Literacy, Active Listening, Domain Knowledge,
- Customer Empathy & Communication, Emotional Intelligence

Technical Skills

- **Databases:** MySQL (Database queries, management, and optimization)
- **Office Tools:** Microsoft Excel, Word (Data analysis, documentation, reporting)
- **Development Tools:** Visual Studio Code (VSCode – IDE for web development)
- **Web Development:** HTML, CSS, Bootstrap, Node.js, Express.js, JavaScript

Education

KWARA STATE POLYTECHNIC Nov 2020 - Aug 2022
Higher National Diploma | Science Laboratory Technology(Microbiology Option)

KWARA STATE POLYTECHNIC Nov 2015 - Sep 2017
Ordinary National Diploma | Science Laboratory Technology

Languages

English (Professional working proficiency), Yoruba (Bilingual)

Certificates

Introduction to CRM with HubSpot Aug 2024
Coursera Project Network

Customer Service and Sales : Empathetic Communication Aug 2024
Udemy

HTML and CSS Course Aug 2023
Academy Learning

Interests

- **Web Development** – Exploring full-stack development, focusing on telemedicine platforms.
- **Technology** – Constantly learning new technologies through online courses and personal projects.
- **Problem-Solving Challenges** – Engaging in coding challenges to enhance analytical and programming skills.