

Contact

temidayo322@gmail.com

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(LinkedIn)

Top Skills

Lead Generation

Chatbot Responses

Messaging

Languages

Yoruba (Native or Bilingual)

English (Native or Bilingual)

French (Elementary)

Certifications

Customer Service Certificate

Youth Entrepreneurship Program

Customer Service and Relationship Management (CSRM)

Associate Member

EFSET English Certificate 71/100
(C2 Proficient)

Honors-Awards

Award of Recognition

Temidayo Fagbuaro ACICRM, CCSP

CX professional | Humanitarian | Creative Writer
Nigeria

Summary

I am a freelance professional Customer Service Representative specializing in remote call center services, Virtual Assistant, telemarketing, appointment scheduling, cold calling, Data Entry, and other back-end office projects.

I am a dedicated and very proactive person willing to meet and exceed any given target.

If you need a Virtual Assistant, Call Center Agent or someone to handle your contact center, manage your customers, answer questions and inquiries, handle incoming and outgoing calls, or administrative work like email, chat, and data entry then look no further. I work with any time zone and location is not an issue.

Also, I am a seasoned creative writer born out of love and passion for writing.

Experience

RWS Group

AI Trainer

April 2024 - Present (3 months)

TELUS International AI Data Solutions

AI community Member

May 2022 - Present (2 years 2 months)

TYD Outsourcing Solutions

Supervisor

June 2020 - Present (4 years 1 month)

<https://temiloveblog.wordpress.com>

Creative Writer

March 2017 - Present (7 years 4 months)

amfa FOUNDATION

Field Operations Volunteer

June 2019 - May 2024 (5 years)

Nigeria

Grupo Noa International

Customer Service Representative (Remote)

November 2022 - April 2024 (1 year 6 months)

Grupo Noa International

Customer Service/Data Entry Agent (Remote)

May 2021 - January 2022 (9 months)

United States

Unateus

Call Center Operator/Telemarketer (Remote)

June 2020 - April 2021 (11 months)

Moscow City, Russia

Directorate of Field Operations (APC)

Call Centre Agent

January 2019 - February 2019 (2 months)

Abuja FCT

Creative Imagination Press Limited

Administrative Secretary

November 2015 - April 2018 (2 years 6 months)

Abuja-Nigeria

Nigerian Export Promotion Council (NEPC)

Graduate Intern

October 2015 - October 2016 (1 year 1 month)

Nigerian Export Promotion Council (NEPC)

P. A to the Admin and HR Deputy Director (National Youth Service)

June 2014 - February 2015 (9 months)

Abuja- Nigeria

Education

University of California, Berkeley

Edxonline, Academic and Business Writing · (2019)

Adekunle Ajasin University

Bachelor of Arts - BA(Hons), English and Literary Studies · (2012)

Chartered Institute of Customer Relationship Management

Associate

Peace Operations Training Institute

Principles and Guidelines for UN Peacekeeping Operations · (2019 - 2020)

Alao French Centre

Diploma, French · (2012 - 2013)