

**Temenu Oluwatimilehin Michael**  
**(Customer Service/Telesales)**

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### **Professional Summary**

My name is Temenu Oluwatimilehin Michael. I am a graduate of Redeemer's University with a bachelor's degree in Mass Communication. I am a dedicated, result-driven and customer-focused professional with experience and a strong foundation in communication and customer relationship management. My academic background, coupled with hands-on experience in customer service/telesales roles, has equipped me with the ability to effectively address customer inquiries, resolve issues, drive sales growth through inbound and outbound calls as well as deliver exceptional service.

I excel at building rapport with customers, understanding their needs, and providing tailored solutions that enhance customer satisfaction and loyalty. My ability to remain calm under pressure, combined with strong problem-solving skills, allows me to handle challenging situations with professionalism and efficiency. I am proficient in using CRM tools and am committed to continuous learning and improvement in customer service/telesales best practices.

I am eager to contribute to a dynamic team and help foster positive customer experiences that drive loyalty and business success.

### **CAREER OBJECTIVE**

A customer service/telesales and mass communication graduate who is passionate about providing exceptional customer/telesales service and cultivating strong relationships with customers. Eager to leverage my strong communications and problem-solving skills to provide exceptional service, drive customer satisfaction, and contribute to the success of the company. Also adept at handling high volumes of calls, addressing customer inquiries, and promoting products and services with a goal to meet and exceed sales target. Looking for a chance to apply my strong people skills, flexibility, and attention to detail in a fast-paced, customer-focused setting.

### **CORE SKILLS**

- Customer Satisfaction
- Attention to details
- Efficient Problem solving ability
- Team work and collaboration
- Product knowledge
- Time management
- Conflict resolution ability
- Ability to adapt easily
- Typing speed and accuracy
- Customer feedback management
- Proficient in using Microsoft Office
- Proficient in Excel and PowerPoint
- Excellent Communication Skill
- Ability to empathize with customers
- Ability to work independently

### **BIO-DATA**

Gender:	Male
Religion:	Christianity
State of Origin:	Ondo State
Nationality:	Nigeria

### **EDUCATIONAL HISTORY**

<b>Redeemers University</b>	<b>2019-2023</b>
<b>Covet The Redeemer's College    WASSCE/NECO</b>	<b>2014-2018</b>
<b>Krisbethel Primary School    FSLC</b>	<b>2009-2014</b>

## **PROFESSIONAL WORK EXPERIENCE**

### **GERMAINE AUTO CENTRE, LEKKI.**

#### **CUSTOMER SERVICE REPRESENTATIVE INTERN (June-Aug, 2022) (3 months internship)**

##### **Job roles:**

- Provided exceptional customer service by (answering queries,informing customers on sales /promotion.
- Acted as an advocate for the customers by documenting insights and sharing them internally with the product team.
- Consistently exceeded customer satisfaction goals by an average of 15% through effective communication and problem solving techniques
- Routinely updated clients ,following my service level agreement guidelines on active issues to gain additional information .
- Communicated effectively with internal groups to resolve urgent or escalated issues.
- Provided first level end user resolution to an average of 50 customer inquiries per day escalated through all access channels (portal,chat,email and phone)
- Responded to client inquiries within established timelines.
- Provided consultative guidance to customers towards the resolution to their service issue

### **BARRELS.NG**

#### **GRAPHICS AND CUSTOMER SERVICE INTERN (March-may, 2023)(3 Months Internship)**

##### **Job roles:**

- Created visually appealing designs to promote the company's product
- Acted as the first line of contact for customer to talk to so as to inquire more about the product
- Resolved customer complaints without delay.
- Made inbound and outbound calls daily to individuals to market the company's product

- Ensured customer satisfaction
- Made sure to check up on customers weekly so as to ensure customer loyalty
- Assisted in meeting monthly sales goal through efficient customer interaction and satisfaction.
- Made ad campaign through designs that boosted the company's social media presence.

## **ICE AND LIQUOR**

### **SOCIAL MEDIA AND CUSTOMER SERVICE PERSONNEL. (Jan-Aug, 2024)**

#### **Job roles:**

- Was in charge of the company's social media pages.
- Handle customer's call, orders and complaints.
- Provide efficient social media strategies for boosting our online presence.
- Assisted with improving website orders through better SEO Optimization.
- Attended events on behalf of the organization to market our products.
- Made inbound and outbound calls to individuals in a friendly manner to market our product.
- Compiled a list of emails so as to send promotional contents on behalf of the company
- Carried out weekly checkup on customers so as to ensure customer loyalty

## **EXPERIENCE SUMMARY**

- years of experience in customer service roles, demonstrating proficiency in handling inquiries, resolving complaints, and providing solutions to customer issues.
- Proven track record of meeting and exceeding customer satisfaction goals through effective communication and problem-solving skills.
- Strong multitasking abilities, able to efficiently manage high call volumes while maintaining a high level of professionalism and accuracy.
- Skilled in using customer relationship management (CRM) software and other tools to streamline processes and enhance the customer experience.

## **REFERENCES**

Available on request

