



## Sulaimon Ayinde Shonibare

**Date of birth:** 29/02/1992 | **Nationality:** Nigerian (Nigeria) | **Phone number:**

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### WORK EXPERIENCE

22/05/2023 – CURRENT Szczecin, Poland

**CUSTOMER SUPPORT SPECIALIST- RYANAIR CONCENTRIX CVG INTERNATIONAL**

- Assisting passengers and supporting them when encountering travel difficulties.
- Providing information via incoming calls or chat on the following topics: baggage, booking tickets, and rescheduling flights.
- Assist in training and mentoring new customer support agents, sharing expertise and best practices.
- Collaborate with team members and supervisors to identify areas for process improvement and contribute to the enhancement of the customer support department.
- Uphold Ryanair's brand reputation by maintaining a professional and positive attitude in all customer interactions.
- Handling all sorts of complaints.

**Business or Sector** Transportation and storage | **Department** Customer Service | **Email** [sulaimon.shonibare@concentrix.com](mailto:sulaimon.shonibare@concentrix.com)

01/2020 – 03/2021 Ado-ekiti, Nigeria

**CUSTOMER SERVICE REPRESENTATIVE MT OLIVE NIGERIA LIMITED**

- Handled and responded to over 100 customer inquiries in all forms (email, phone, in person,) daily.
- Taking orders and printing invoices
- Built and maintained rapport with customers to become a trusted advisor and partner in purchasing decisions.
- Use sales computer technology to maintain customer records and orders.
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Inform existing customers of promotions and deals.

11/2018 – 10/2019 Suleja, Nigeria

**MATHEMATICS TEACHER SECONDARY SCHOOL SULEIMAN BARAU SCIENCE AND TECHNICAL COLLEGE**

- Prepare weekly lesson plan
- Design appropriate teaching plans and schedules
- Monitor students' progress in the subject

02/2019 – 03/2019 Suleja, Nigeria

**ADHOC STAFF INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC)**

Took deliveries and inspect all materials and equipment for election from SPO and ensured their Security particularly the sensitive materials including ballot papers and result forms.

- Coordinated activities in the Voting points
- Operate the SCR card reader to scan voters' card
- Collate and upload the election result to Server

06/2016 – 11/2018 Lagos, Nigeria

**IT SUPPORT OFFICER MYRAIDE TECHNOLOGY**

- Maintenance and monitoring of both system (Laptops and Desktops) and mobile devices
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults
- Installing and configuring computer hardware, software, applications, networks, printers and scanner
- Setting up new users' account and profiles and dealing with password issues
- Responding in a timely manner to service issues and requests

## EDUCATION AND TRAINING

10/2021 – CURRENT Szczecin, Poland

**B.SC OF SCIENCE IN ECONOMICS AND IT APPLICATION** University of szczecin

09/2014 – 09/2018 Ilorin, Nigeria

**BACHELOR OF SCIENCE IN STATISTICS** University of Ilorin, Kwara State, Nigeria

## LANGUAGE SKILLS

Mother tongue(s): **YORUBA**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

Microsoft Office Word Power Point Excel | Hardware knowledge & troubleshooting | Computer Diagnostics and Repair | High attention to detail. | Decision-making | Good listener and communicator | Team-work oriented | Social Media | • Customer service | Time Management. | Zendesk \ | Interpersonal skill | Goal-oriented and results-driven | Multi -Tasking | Interpersonal skills (Managing; Negotiating; persuasive and influential) | Dependable and reliable | Motivated | Issue Resolution & Troubleshooting | Technical,logical thought process

## ADDITIONAL INFORMATION

### RECOMMENDATIONS

Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu