**Oluwatosin Tolase-Akintola**

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# PROFESSIONAL SUMMARY

­Results-driven, dynamic, and customer-focused professional offering over 8 years of proven success in exceeding business goals, improving company and brand visibility, possessing critical knowledge of customer service management and customer relationship management at all levels of relationship with internal and external customer groups. Intuitive leader, capable of deepening new and existing customer relationships, adherence to policies and standards, and ensuring excellent customer service delivery.

# PROFESSIONAL PROFILE

* 8 years of Customer Service experience.
* Conflict management and record management skills.
* Ability to multi task and work within targets and deadlines
* Great work ethics and positive attitude
* Problem solving/critical thinking
* Ability to ask probing questions, understand concerns, and overcome objections
* High energy and passion for helping people
* Ability to quickly develop a rapport with customers over the phone
* Excellent customer service skills
* Results-oriented
* Ability to work on a flexible work schedule when required
* A flexible and strong team player that can work in a fast-paced environment
* Strong written and verbal communication skills
* Digital literacy across a broad range of devices with proficiency in Tools/Application such as; MS Word & MS Excel
* Ability to learn quickly and determination to succeed

# EDUCATION

**Diploma, Business and Digital Marketing Specialist May 2020-May2021**

Trios College

**Bachelor of Technology, Computer Science**  **2003-2009**

Ladoke Akintola University of Technology, Ogbomoso, Nigeria

(Wes Assessed)

# PROFESSIONAL CERTIFICATIONS

Structured Query Language (SQL) Certified  **2011**

Oracle Certified Associate (OCA) Certified **2011**

# WORK EXPERIENCE

**Customer Service Representative** **July 2021 – October 2022**

Divine Care Conglomerate, Toronto, Ontario

* Handled high-volume of customer interactions daily by giving detailed, personalised, friendly and polite service to ensure customer retention and satisfaction.
* Connected with customers via variety of channels (E-mail, Zoom, Skype etc)
* On boarded and trained new employees on how to enter customer data, organizing customer interaction logs and how to handle conflict resolution with customers
* Proposed a new tactic to persuade cancelling customers to stay with the company, which resulted in 10% decrease in cancellation rate.
* Handled Routine Customer Interaction via all methods of communication.
* Resolved product/service problems by understanding the customer’s concern, determining the cause of the issue, selecting and explaining the best solution to solve the problem while ensuring expedited correction/adjustment and following up with the customer.
* Received an average of 90% customer satisfaction rating which is 15% higher than the company’s average.
* Provided basic technical support for clients on a wide range of company’s products and resolved customer’s issues.
* Keeping customers informed about new product release, sales event and ongoing discounts.
* Assisted with order placement, return and tracking of shipments.

**Customer Service Representative/Call Centre Agent** **March** **2014** **– January 2020**

Msmetics, Lagos, Nigeria

* Handled 90+ calls daily with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
* Always providing high quality services when dealing with clients to demonstrate Wealth Shared Services commitment putting our clients first.
* Record and modify customer information within the database
* Ensure work volumes are processed accurately and effectively on a day-to-day basis minimizing risk to the organization and negative impact to customers.
* Offer support and solutions to customers in accordance with the company's customer service policies
* Provided quality service that exceeded customer expectations
* Collaborate with key stakeholders and teams to stay updated on new products, services, and policies
* Manage all orders from start to finish, expediting deliveries when necessary
* Meet quality and compliance standards and take measures to achieve team targets.
* Answer incoming customer inquiries
* Thrive as a team player in a fast paced, high energy working environment
* Built superior customer sales experiences by engaging, listening and understanding the needs of potential customers and matching their needs to the organization’s products and services in a pleasurable sales environment.
* Provided sound advice at every customer interaction to create a positive customer experience
* Engage with clients in a friendly and professional manner while actively listening to their concerns
* Stayed up to date on all communications, processes, procedures, and general call centre information in order to provide the best support to our customers.
* Boosted the organization’s profit by 19% in 2017 by converting client’s complaints into sales opportunities; offered suitable solutions to solve clients’ issues, which led to business retention, growth and referrals.