

# OGUNJEMINIYI CORNELIUS

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## PROFILE SUMMARY

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Enthusiastic customer service representative, passionate about promoting lasting consumer satisfaction by delivering quality assistance and support. Capable in client support best practices and maintaining professionalism with a desire for learning.

## EXPERIENCE

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### Customer Service Representative

August 2021 - July 2022

Outcess(Multichoice Nigeria) - Ikeja, Lagos

- Made outbound calls to keep customers updated or to get customer churn reasons and attempt to winback.
- Actively listened to customers' requests, confirming full understanding and addressing concerns.
- Used company troubleshooting resolution trees to evaluate technical problems and find appropriate solutions.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Participated in periodic training to maintain up-to-date knowledge on company products and policies.
- Processed inbound customer calls, providing information on service or product upgrades.

### Customer Support Officer

April 2020 - July 2021

Vanke Machinery & Equipments - Igando, Lagos

- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Built and maintained internal knowledge bases for support.
- Set up meetings and appointments with customers to follow up with sales leads.
- Enter customer information on the computer using softwares such as Microsoft Excel for easy reference.
- Partake in regular training and test to maintain up-to-date knowledge on company products and policies.
- Perform clerical work such as typing documents, printing, copying etc.

## EDUCATION

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### BSc. Entrepreneurship

January 2014 - April 2018

Federal University of Agriculture Abeokuta

**SKILLS**

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- Effective Communication Skills
- Proficient in computer skills
- Strong Customer Service Orientation
- Excellent use of Microsoft office tools

**CERTIFICATIONS**

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- Jobberman Soft-Skills Training
- Human Resource Management

**INTEREST**

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Traveling, Music, Gaming and Sports

**LANGUAGE**

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- English - Fluent
- Yoruba -Native