

Adeyele Ayodeji Victor

Customer Service Representative

08143718035, 08148436451

adetoxsly@gmail.com

House 6B, Honpunnu Wusu, Lekki Phase 1. Lagos

Application for Customer Care Representative

Dear HR

I am excited to apply for the customer service representative position at your company. With two years of experience in customer service, I am confident in my ability to deliver exceptional support to your valued clients. I possess strong communication skills, a passion for assisting customers, and a proven track record of resolving inquiries and providing accurate information. I excel at building rapport and establishing positive relationships, ensuring customer satisfaction. My organizational abilities and attention to detail enable me to efficiently manage high call volumes and maintain seamless operations at the front desk.

I am eager to contribute my customer-centric mindset, problem-solving abilities, and dedication to excellence to your team. I believe that my positive attitude, strong work ethic, and commitment to providing exceptional service align perfectly with the requirements of the customer service representative role at your company.

Thank you for considering my application. I have attached my resume for your review and would welcome the opportunity to discuss how I can contribute to the success of your company. I look forward to the possibility of meeting with you to further explore how my skills and experiences align with your company's goals.

Yours Sincerely,

Adeyele Ayodeji Victor

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OBJECTIVE

Experienced customer service and receptionist professional with a strong dedication to delivering exceptional service. Skilled in addressing inquiries, resolving concerns, and providing accurate information. Excellent at building rapport with clients and maintaining positive relationships. Organized and detail-oriented in managing phone lines, scheduling appointments, and coordinating meetings. Adaptable, problem-solving mindset with a calm and professional demeanor. Committed to exceeding expectations and creating a welcoming environment for all.

EXPERIENCE

2021 -
2022

- **Customer Care Representative**

Tamy Consulting Nigeria.

- Collaborated with team members to resolve complex customer inquiries, ensuring high customer satisfaction ratings and improving overall service levels by 25%.
- Demonstrated empathy and problem-solving skills to effectively handle customer complaints, resulting in a 40% reduction in escalated issues.
- Utilized knowledge of products and services to successfully cross-sell and upsell to customers, increasing monthly sales by 15%.
- Assisted in the development and implementation of new customer service policies and procedures, resulting in streamlined processes and improved response times.

2019 -
2020

- **Customer Care Representative**

Chassis Corporate Service Limited.

- Received callers providing exceptional listening skills to determine the nature of their call in order to clearly and precisely address their inquiries in a professional manner.
- Created customer satisfaction survey utilizing Microsoft Word to drastically reduce potential problems.
- Assist colleagues administratively typing letters, memos, and reports.
- Organized customer information and account data for business planning and customer service purposes.

EDUCATION

2022

- **BSc. Computer Science**

Nigerian Army University Biu, Borno State

SKILLS

Good Customer relationship,
Microsoft Suites, verbal and
writing communication skills,
Data analyzing, Research, CRM
and Database administration.

20%



CERTIFICATION

- Microsoft excel master crash course - Udemy November 2022.
- Postgraduate Diploma in Project management - Udemy January 2023.
- Master Course in Customer Management - Udemy December 2022 .

PROJECTS

- **Implementation of Customer Management Portal**
 - Developed a CRM web application .
 - Use it manage customer's profile, and transactions.

ACTIVITIES

- Trained adults in maiduguri usage of internet banking.

REFERENCE

- **Akinrinlola Olakunle - "Tamy Consulting Nigeria "**
General Manager
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