

ABDULLAHI SELIMOT

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PROFESSIONAL SUMMARY

Dedicated and passionate Customer Service Advisor and Administrative Assistant with extensive experience in providing exceptional telephony support, resolving customer queries, and managing office operations. Proficient in using various communication channels including phone, email, and web chat to deliver top-notch customer service. Skilled in handling complex queries, working towards targets, and managing sensitive data with high accuracy and confidentiality. Adept at coordinating schedules, preparing reports, and maintaining office supplies. Proficient in MS Office and other IT software packages, with a can-do attitude and commitment to effectively supporting customers and administrative functions.

EDUCATION

Master's Degree in Information and Technology
Leeds Beckett University, Leeds, GB

Bachelor of Science (BSc) in Computer Science
ISFOP-Benin University, Cotonou, Benin Republic

PROFESSIONAL EXPERIENCE

Customer Care Advisor
Royal Mail, Wakefield, GB
June 2024 – Date

- Delivered first-time solutions for customer inquiries via telephone and email, ensuring all responses met or exceeded Royal Mail's service standards.
- Managed a high volume of calls and emails efficiently within established handling times, consistently achieving or surpassing performance metrics.
- Provided high-quality customer service in a multi-screen environment, adeptly navigating CRM and information databases to resolve queries quickly and accurately.
- Engaged in active listening to understand customer concerns fully and offered personalized, solution-oriented responses.
- Demonstrated flexibility in handling fluctuating workloads and adapted quickly to new procedures and system updates, ensuring continued service quality.
- Collaborated with team members and supervisors to share insights and best practices for improving customer satisfaction and operational efficiency.

- Complied with data protection policies and maintained accurate, confidential customer records across multiple systems.

Administrative Assistant

Blue Arrow Ltd, Leeds, GB

October 2023 – May 2024

- Coordinated daily administrative operations, ensuring a smooth and efficient workflow.
- Implemented a new digital filing system, reducing document retrieval times by 20%.
- Organized meetings and appointments for senior management, ensuring no scheduling conflicts.
- Prepared detailed reports and presentations for executive meetings, enhancing decision-making processes.
- Maintained office supply inventory, achieving a 15% cost reduction through optimized procurement.
- Liaised with clients and vendors, fostering strong professional relationships.
- Assisted in the preparation and processing of invoices, ensuring timely payments and accurate financial records.
- Enhanced office communication by streamlining email and telephony systems.

Customer Service Officer

Autom8 Ltd, Lagos

March 2021 – November 2022

- Resolved complex customer issues at the first point of contact, achieving a 95% satisfaction rate.
- Utilized multiple communication channels, including phone, email, and web chat, to support customer needs.
- Maintained and updated customer records in the company's database, ensuring data integrity and confidentiality.
- Achieved and exceeded performance targets consistently in a fast-paced environment.
- Demonstrated strong IT skills by effectively using MS Office and other relevant software packages.
- Handled telephone and in-person queries from guests/visitors and external agencies with discretion and courtesy.

Administrative Officer

Institut Supérieur Saint Paul De Tarse University, Cotonou, Benin

July 2020 – March 2021

- Processed various documents, including correspondence and reports, ensuring accuracy and timeliness.
- Organized and maintained filing systems for easy document retrieval.
- Managed incoming and outgoing communications, ensuring timely responses and follow-ups.
- Scheduled appointments and coordinated meetings, optimizing staff availability.
- Entered data accurately and maintained the database system, ensuring up-to-date information.

- Provided courteous assistance to clients, customers, and visitors, enhancing the office's professional image.
- Assisted with basic financial tasks, ensuring meticulous attention to detail.
- Monitored and maintained office supply inventory, avoiding shortages and excesses.
- Supported the administrative functions of the office, including handling student and staff data and updating records.
- Assisted with preparing and managing digital mail services, ensuring timely delivery.

Front Desk Officer/Teacher Intern

DOTS ICT Institute of Technology, Abeokuta, Ogun, Nigeria

March 2019 – February 2020

- Welcomed visitors and provided courteous greetings, ensuring a professional first impression.
- Handled incoming calls, directing them to appropriate associates within the organization.
- Directed visitors to departments, ensuring they reached their destinations efficiently.
- Provided clerical support with various activities, including mail distribution, correspondence flow, and supply requisition.
- Prepared and delivered lectures to undergraduate students, maintaining high educational standards.
- Maintained student attendance records, grades, and other required records, ensuring accurate and up-to-date information.

ADDITIONAL SKILLS

- Excellent communication and interpersonal skills
- Strong organizational and time management abilities
- Proficient in Microsoft Office Suite and other IT software packages
- Ability to work effectively in a team environment
- Patience and ability to remain calm in stressful situations
- Active listening skills
- Multitasking abilities
- Ability to work under pressure with little or no supervision
- Excellent problem-solving abilities
- Ability to work towards and achieve performance targets
- Can-do attitude and passion for customer support
- High level of confidentiality and data management

IT SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experienced with database management systems
- Familiar with CRM software and customer support tools
- Knowledge of basic networking and IT troubleshooting
- Skilled in using various communication platforms (email, web chat, telephony systems)
- Competent in digital filing systems and document management

- Basic knowledge of financial software for invoicing and budgeting
- Capable of using project management tools like Jira, Trello, and Asana

REFERENCES

Available upon request.