

Ayodele Dada

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/Ayodele-Dada/1f705a34d4740668>

Authorized to work in the US for any employer

Work Experience

Remote Customer Service representative

Rayo Training Institute

June 2021 to Present

Abuja

- Responded to emails and phone calls from customers regarding billing, account information, and general inquiries.
- Answered inbound calls within 3 rings; transferred urgent or complex cases to management as needed.
- Achieved 95% call closure rate (answered vs transferred) over the course of 6 months.

Virtual Administrative assistant

VBEST Resources - Lagos

February 2019 to March 2021

- Arrange meetings throughout the day for several high-profile clients
- Managed emails for the director of the marketing department
- Took incoming calls, transferring them to the appropriate department
- Transcribed messages related to sales, business development and marketing

Call Centre

NTA Star TV Network Startimes, Lagos - Lagos

December 2018 to December 2019

- Handle inbound and outbound calls for providing services and product information.
- Resolving customers' technical issues over the phone, by email, and via the company's Database.
- Monitored service calls and Called customers with updates on pending service calls.

Remote Technical Support Specialist

Samstel&Dammy Global Concepts - Lagos

December 2016 to November 2018

- Handle customer inquiries, provide troubleshoot support and perform maintenance tasks.
- Installation of computer software for external users.
- Engage and track issues with responsibility for the timely documentation.

Education

Bachelor of Mass Communication & Media Studies in Mass Communication

Plymouth Marjon University England

September 2013 to October 2016

Skills

- Customer Service
- Cold Calling
- Google (Sheet, Doc, AdWords)
- Telecommunication
- Communication Skills
- Social Media Marketing
- CSS
- Social Media
- HTML
- Customer Relationship Management (CRM)
- Typing
- Technical Support
- Software as a Service(SaaS)
- Microsoft Office Skills
- Live Chat
- Sales

Assessments

Sales skills — Proficient

April 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.