

Oladimeji Aribisala

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SUMMARY

Experienced and results-driven Customer Service Advisor with a proven track record of delivering exceptional support and satisfaction to clients. Adept at handling a diverse range of customer inquiries, complaints, and requests with professionalism and efficiency. Skilled in building rapport and fostering positive relationships to drive customer loyalty and retention. Strong problem-solving abilities coupled with effective communication skills enable me to resolve issues promptly and effectively. Committed to consistently exceeding customer expectations while contributing to the overall success of the organization.

EXPERIENCE

Customer Service Advisor

Mavinik Nig Ltd

March 2023 - February 2024, Ota, Nigeria

- Addressed customer complaints, inquiries, and requests across multiple channels including email, phone calls, and website interactions, averaging 50 interactions per day.
- Provided comprehensive administrative support by composing and responding to emails, managing social media inquiries, and drafting memos, averaging 20 tasks per week.
- Executed complex office administrative tasks autonomously, demonstrating sound judgment and initiative in handling various responsibilities.
- Exhibited exemplary product knowledge resulting in achieving a 95% customer satisfaction rate.
- Enhanced customer engagement and loyalty by consistently delivering exceptional service, leading to a 20% increase in customer retention.
- Employed active listening techniques to thoroughly understand customer needs and effectively resolve concerns, resulting in a 25% reduction in complaint resolution time.
- Managed customer complaints with composure and clarity, employing problem-solving skills to ensure swift and satisfactory resolutions.

Mathematics Teacher

Dynamic Breeds Primary and Secondary School (NYSC)

June 2022 - June 2023, Idiroko , Nigeria

- Delivered engaging mathematics and basic science lessons to 30 students per class.
- Designed and implemented interactive teaching methods, resulting in a 20% increase in student participation and a 15% improvement in comprehension levels.
- Monitored and assessed student progress through weekly assessments, adapting instructional strategies to address individual learning needs and promote academic growth, resulting in a 10% increase in overall student performance.
- Collaborated with 5 fellow educators to develop curriculum enhancements, contributing to a rounded and comprehensive educational experience.
- Established positive rapport with 90% of students, parents, and colleagues, fostering an inclusive and motivating learning environment that promoted students' confidence in STEM subjects.

EDUCATION

Bachelor Of Art In Linguistics

Ekiti State University • Ado Ekiti • 2022

CERTIFICATIONS

Power BI Beginner to Pro

Pragmatic Works • 2023

SKILLS

Soft Skills: Person-centered approach | communication | Customer relationship management | Time management | Problem solving | Conflict resolution | Team management | Customer account management

Hard Skills: Excel | Microsoft Power BI | Word | Power Point