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## LATEEF ADEYEKUN

### SUMMARY OF QUALIFICATIONS

- Energetic customer service representative with experience in resolving complex customer enquiries.
- Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.
- Leadership and administrative capabilities
- Good interpersonal and communication skills.
- Dependable and trustworthy team player with strong problem solving and analytical skills, attention to details, and ability to multi-task, display initiative, and use sound judgement.
- Flexible with learning fast, working well independently, and following instruction with little supervision.
- Proficient in MS Windows OS, Linux OS, Zendesk, MS Office apps (Word, Excel), web browsers, network tools (ping, ipconfig), Google Suites tools, and other business systems with a typing speed of more than 45 words per minute. Ability to navigate through various applications using shortcuts keys.

### WORK EXPERIENCE

#### **TECHNICAL SUPPORT REPRESENTATIVE – ROGERS COMMUNICATION CANADA INC., CANADA**

July 2023 – To date

- Responded to customer inquiries on technical issues via phone or chat
- Provided technical support to customers to troubleshoot and resolve issues with the company's products and services.
- Monitored and managed technical issues relating to products and services
- Maintained records of customer interactions and provide written documentation
- Collaborate with other teams to improve the company's system requirements.
- Guided customers remotely through steps to correct technical issues.
- Stayed up-to-date with product knowledge and technical skills to provide effective support.

#### **CUSTOMER SERVICE CHAT REPRESENTATIVE (REMOTE) – TTEC CANADA SOLUTIONS INC, CANADA**

January 2023 – May 2024

- Answered and responded to incoming communication (chats, email) from customers using Zendesk.
- Used proven tools and techniques to troubleshoot and fix technical problems relating to login, network and geolocation of customers.
- Connected and resolved issues with customers using written communication.

- Identify additional needs customers may have and help them to upgrade products or services.
- Relied on different company's knowledge base and products tools to provide customers informed and up-to-date information and resolutions.
- Empathized with customer when displeased with service offerings and offered "Make Good" bonus according to company's guidelines.
- Escalated special cases (fraud, payment, IT team) to appropriate internal teams for proper resolution and followed back with customers with updates.
- Described procedures or steps to customers on how to carry out some tasks on the app or company website.
- Updated customers records with latest information got from communications with the customers.

#### **CUSTOMER SUPPORT REPRESENTATIVE (REMOTE) – TELEPERFORMANCE, CANADA**

October 2022 – Dec 2022

- Handling inbound calls and chats from customers to assist with placing new order for their sport gears, resolving customer inquiries and issues at first contact.
- Carefully listened, showed empathy and maintained positive attitude while addressing customer concerns.
- Proactively offered appropriate resolutions to customer that create high customer satisfaction.
- Referred specialized issues such as fraud claims to appropriate internal team(s).
- Offered most appropriate appeasements to customer while complying with the company's policies and guidelines.
- Worked customers through the process of performing some actions on company's webstore – placing order, processing order returns, cancelling order among other actions.
- De-escalated angry customers using various company's appeasement tools (offering coupons, discounts or refunds, discounting or waiving shipping cost).
- Updated customer, order and other relevant information and also adequately documenting disposition after every interactions with the customers.

#### **WEB SUPPORT ENGINEER - TIS&P DYNAMICS SOLUTIONS LTD, LAGOS NIGERIA**

April 2014 – August 2022

- Dealt directly with customers, responded to queries and resolved customer queries in a fast-paced environment in a timely manner thereby improving customer satisfaction.
- Expertly resolved customers' complaint, payment confirmation and assisted customers with prepaid electricity token generation when the automated processes failed.

- Escalated cases to superior level for resolution when solution is beyond my level, and provided feedback to customer.
- Installed and configured hardware and software used in the service delivery by the company.
- Talked customers through some basic tasks on the meter like checking the prepaid meter Supply Group Code, Tariff Index among other information.
- Troubleshot network and application problems using tools like ping, telnet, Trace Route, nmap (linux), ipconfig/ifconfig, pathping, putty.
- Ensured every computer system within the company has up-to-date antivirus.
- Contributed to preparation of the product documents/manuals that describe how various stakeholders could use the company's web product.
- Took part in the deployment and management of the company's ticketing system, assigned new tickets to myself and other members of the customer support team.
- Accurately maintained up-to-date customers' records.
- Installed, configured and maintained web server and database server used by the web development team.

#### **IT SUPPORT PERSONNEL - PM GLOBAL TECHNOLOGY SERVICES, LAGOS NIGERIA**

August 2013 – April 2014; April 2008 – August 2010

- Worked closely and followed up with external technical partners to ensure that all issues are dealt with in a timely manner
- Researched technical and non-technical problems and resolve in a timely manner.
- Performed routine maintenance on all assigned systems.
- Followed up with the Internet Service Provider whenever downtime was experienced that could negatively impact service delivery.
- Ensured that all support request were properly logged and documented.
- Ensured that security of client and server computers by installing and upgrading antivirus and firewall software.
- Provided level 1 supports to requests from company's clients and escalate to higher support level when support requests could not be resolved.
- Installed, configured and maintained software and hardware components of computer and network systems.

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#### **EDUCATION**

##### **UNIVERSITY OF EAST ANGLIA, NORWICH, UK**

M.Sc. Strategic Information Systems (2012)

##### **OBAFEMI AWOLOWO UNIVERSITY, ILE-IFE NIGERIA**

B.Sc. Electronic and Electrical Engineering (2007)