

# Oyindamola Olatunbosun

Ogudu, Lagos

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## PERSONAL PROFILE

An empathetic and patient Customer Success Specialist with expertise in managing customers' inquiries and ensuring a seamless customer experience. Strong communicator with follow through skills and an ability to effectively communicate with customers using multiple channels to provide exceptional Customer Service with every interaction. In previous roles, I have maintained Customer Retention rate of 80% and a positive Customer Satisfaction rate of 90%

## SKILLS

- Persuasion
- Active Listening
- Problem Solving
- Effective Communication
- Project and Time Management
- Microsoft Office and Google Drive software

## PROFESSIONAL EXPERIENCE:

**Eyowo Integrated Payments Limited, Lagos** — Customer Success Specialist

**APRIL 2019 - PRESENT**

- Explain the product and services and answer questions from potential customers.
- Manage large amounts of incoming calls on product issues by clarifying customers' complaints, identifying the cause of the problem, explaining the best solution to solve the problem, and following up to ensure resolution.
- Own overall relationship with assigned customers which includes managing onboarding, implementation, training, ensuring retention, and high levels of customer satisfaction.
- Maintain record of contacts, accounts and enquiries made.
- Build sustainable relationships and trust with customers through open and interactive communication via call, chats, and other communication channels.
- Work actively with the Product and Engineering team to improve the product features based on customers' feedback.
- Provide customers with guidance so the customers understand the Eyowo platform.

**Tek Novus Business Solutions, Lagos** — Client Support Officer

**JANUARY 2018 – JANUARY 2019**

- Work with the Product team to improve the features of the product based on customers' feedback.
- Regularly send out feedback surveys to customers to help improve customer satisfaction.
- Follow-up with potential and existing customers to provide additional assistance.
- Work collaboratively with the sales team to develop, maintain and grow relationships with customers.
- Manage and handle customers complaints.
- Provide escalation assistance when critical issues are identified that are hindering product expansion.
- Train and onboard new customer success officers.

**Procter and Gamble, Ibadan** — *QA/QC Lab Analyst*

**MAY 2013 – OCTOBER 2013**

- Receive and inspect raw materials.
- Carry out quantitative tests on finished products.

- Ensure the quality of the products and services produced by the company.
- Ensure the products comply with industry standards set by the Government.
- Documents results and findings.

## **ACHIEVEMENTS**

- Part of the team that increased Customer Satisfaction (CSAT) by 90%
- Worked closely with the Lead Customer Success to setup the team and manage merchants to increase customer's retention.
- Part of the team that reduced customer's churn rate by 40%.
- Developed Frequently Asked Questions (FAQ) on the product and setting up of a CRM system.
- Won Customer Success Specialist of the year.

## **EDUCATION/ TRAINING**

**University of Ilorin, Ilorin** — *B.Sc. Industrial Chemistry*  
MARCH 2010 – JANUARY 2014

**UDEMY** - Customer Success: How to Exceed Customer's Expectations  
JUNE 2019

**UDEMY** - Customer Success: Soft Skills Fundamentals  
JANUARY 2020

**UDEMY** - Customer Success: How to Reduce Churn and Increase Retention  
NOVEMBER 2020