

# Salamatu Adebajo

Manchester, United Kingdom | +447388297460

salmagarba22@gmail.com |

[LinkedIn Profile](#)

## Professional Summary

A seasoned professional with expertise in data entry, customer service, and data analysis. Skilled at utilizing tools like Microsoft Excel, SQL, Power BI, and Power Query to improve customer satisfaction.

## Soft Skills

Problem solving, Communication, Telephone skills, Attention-to-detail, Customer support.

## EXPERIENCE

### Customer Support Representative

Jul 2023 - Feb 2024

INTRUM UK, Bolton Greater Manchester

- \* Collection of overdue payments from Argos customers and negotiating payment plans to ensure timely resolution of outstanding debts.
- \* Managed a high volume of customer inquiries through various communication channels including phone, email, and live chat, ensuring prompt and courteous responses.
- \* Successfully resolved customer complaints and issues by actively listening to their concerns, analyzing root causes, and providing effective solutions, resulting in a 20% reduction in escalated cases.
- \* Maintained detailed records of customer interactions and inquiries in the CRM system, ensuring accurate and up-to-date information for future reference and analysis.
- \* Collaborated with cross-functional teams including sales, product development, and technical support to address complex customer issues and provide comprehensive solutions.
- \* Proactively followed up with customers to ensure their concerns were fully addressed and their satisfaction was achieved, leading to a 10% increase in customer retention rates.

### Data Entry Officer

Jul 2016 - Apr 2020

AL-ILMU SCHOOLS

- \* Conducted accurate data entry and maintenance of student, faculty, and administrative records using school database systems and Excel spreadsheet.
- \* Updated student records, ensuring data integrity and confidentiality while managing high volumes of information.
- \* Provided administrative support by generating reports, schedules, and documents as required by school administration.
- \* Collaborated with team members to resolve data discrepancies and ensure compliance with privacy laws and school policies.
- \* Demonstrated proficiency in data entry, attention to detail, and ability to work independently and as part of a team.

## EDUCATION

### \* B.Sc. Biochemistry

University of Lagos, Lagos, Nigeria, Lagos

- \* DataAfrik Data Analytics Bootcamp, Feb 2024.

## Certification

AWS Certified Cloud Practitioner, May 2022.

Accenture North America- Data Analytics and Visualization Job Simulation by Forage, Feb 2024.

