

OLUWATOBILOBA KOLEOWO

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PROFESSIONAL SUMMARY

Customer-focused and results-driven Customer Care Advisor with 5 years of experience in providing exceptional service and support to clients. Proven track record of resolving customer inquiries and concerns efficiently and effectively, ensuring high levels of satisfaction and retention. Skilled in active listening, problem-solving, and conflict resolution, with a strong commitment to delivering personalized solutions tailored to individual customer needs. Proficient in utilizing CRM systems and customer service software to manage inquiries, track interactions, and maintain accurate records. Excellent communication and interpersonal skills, with the ability to build rapport and establish positive relationships with customers and colleagues alike. Committed to upholding company values and exceeding performance targets while consistently delivering a superior customer experience.

CORE SKILLS & TECHNICAL PROFICIENCIES

- **Customer Service:** Proficient in delivering exceptional customer service through various channels, including phone, email, and in-person interactions.
- **Active Listening:** Ability to listen attentively to customer needs, concern and feedback, demonstrating empathy and understanding throughout interactions.
- **Communication:** strong verbal and written communication skills, with the ability to articulate information clearly and effectively to customers and colleagues.
- **Conflict Resolution:** Experienced in managing and de-escalating challenging situations, resolving conflict and finding mutually beneficial resolutions
- **Attention to Details:** Meticulous attention to detail in data entry, documentation, and record-keeping, ensuring accuracy and company policies and procedures.
- **Technical Proficiency:** familiarity with customer relationship Management (CRM) system, helpdesk software, and other customer service tool to efficiency manage customer interaction and inquiries.

WORK HISTORY

Kingsland Drinks, Irlam, Manchester, United Kingdom, Quality Assurance Personnel

- **Customer Satisfaction:** Prioritizing customer satisfaction by ensuring that products consistently meet their expectation in terms of taste, appearance and overall quality.
- **Recall Management:** Developing and Implementing recall procedures and protocols to promptly address and issues or product recall, minimizing potential risks to consumer and the company's reputation by carrying out checks on the various line of production
- **Continuous Monitoring:** continuous monitoring key Performance indicators and quality metrics to track trend, identify deviations, and take proactive measures to maintain or improve product quality.
- **Training and Development:** Providing Training and guidance to production staff on quality standards, procedures, and best practices to ensure their compliance and competency in maintaining product quality.
- **Product Testing:** conducting thorough testing and analysis of finished products to assess their quality, consistency, flavour profile and shelf-life stability.

Digital Space Capital Financial House, Oyo State, Nigeria

March, 2022 – Feb., 2024

Customer Service Advisory

Key Responsibility

- **Customer Support:** Provided assistance and support to customers via various communication channels such as phone, email, chat, or in-person interaction.

- **Issue Resolution:** Resolved customer inquiries, complaints, and concerns promptly and effectively, striving to achieve first-call resolution whenever possible.
- **Active Listening:** Listened attentively to customer needs, concerns and feedback demonstrated empathy and understood throughout interaction.
- **Escalation Handling:** Identified and escalated complex or unresolved issues to higher-level support teams or management for further assistance or resolution.
- **Documentation:** maintained accurate and detailed records of the customer interactions, including inquiries, complaint, resolutions and follow up actions in the company's CRM system.

Sterling Bank, Ibadan, Oyo state, Nigeria.

May 2019-Feb., 2022

Customer Care Representative, Relationship Manger.

Key Responsibility

Account Management: assisted customers with account-related activities such as account opening, closing, updating personal information and resolved account discrepancies.

Transaction Support: helped customer with transactional activities such as deposits withdrawals, fund transfers, bill payments and cheque orders.

Problem Resolution: Resolved customer complaints, disputes and issues effectively and efficiently, aiming for first-contact resolution whenever possible.

Fraud Prevention: recognizing and reporting suspicious activities, potential fraud and security breaches to compliance unit for further investigation and resolution.

Cross-selling and Up-selling: identified opportunities to promote additional banking products or service that may benefit the customer, based on their financial needs and preferences.

Quality Assurance: ensuring adherence to quality standards, services level agreement (SLAs) and key performance indicators (KPIs) to meet or exceed customer satisfaction goals.

EDUCATION & CERTIFICATION

Awareness of Environmental Hazards Pollution and Waste Management, Nigeria.	2021
Certification of Professional Achievement in Data Analytics, Nigeria.	2021
Transformed Expressions Youth Development Initiative, Certificate of merit, Nigeria.	2021
Customer Relationship Management Certification, Nigeria.	2018
Bsc. Accounting Babcock University, Ogun state, Nigeria.	2018

REFERENCES AVAILABLE UPON REQUEST