

Adebanjo Taiwo Comfort

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PERSONAL STATEMENT

Taiwo is an exceptionally reliable Human Resource Personnel and a certified customer service Advisor with an enviable experience in all aspects Customer service/ Human Resources Management, from talent acquisition to on-boarding, training, management and exit as well as conflict resolutions in interpersonal relationships. She has adept knowledge in Customer Services, human capital administration and Customer Relationship Management. She contributed to an 28% increase in sales return and organizational revenue through identifying the right talent and required skill during recruitment and training of employees.

WORK EXPERIENCE

Recruitment Consultant July 2023- Present
Zirojob , Leigh, United Kingdom

- Negotiating contracts with clients and advising them on selecting suitable candidates for their vacancies
- Interviewing and assessing prospective candidates and matching them with vacancies at clients companies
- Assisting potential and existing customers through various channels including video calls, live chat, and email support, serving as a product expert and answering product-related enquiries. ■ Responsible for customer interaction on behalf of the organization leading to 11% increase in customer positive rating within the 1st quarter
- Provide fair, timely, quality, and consistent service to internal and external customers ■ Display and demonstrate the product and services available, using samples, sales aids and product information to emphasize salable features and product differences
- Screening prospective Job Applicants to evaluate their skills and qualifications.
- Resolved customer complaints, responded to customer email requests and maintained customer service records for 100s of customers.
- Ensuring that potential job candidates are an excellent match for the client company
- Cold calling companies to promote recruitment services

- Meeting with new clients to develop and expand business opportunities
- Headhunting specific candidates for high-end job roles ,such as senior management positions.
- Achieving recruitment quotas and business development targets each Month

First Bank Limited April 2021-October 2022

Head Customer Service

- Managed and Maintained proper documentation and records of work on all candidates/customers and actively contributed to HR project work for 22 teams and other duties where required.
- Collaborating with Customer Success team and Department/ Team leads to plan resources management and workflow for the agency, mitigating the risk of overloading the teams.
- Developed and Deployed HR tools, while ensuring best practice and statutory compliance in recruitment process, service redesign & workforce planning.

Managed a customer portfolio of over 100 individuals with product interest at any given time. ■ Established Solid Relationship and trust with customers and employees through a designed open and interactive communication platform.

- Handled customer complaints and provided appropriate solutions within company policy in line with external regulatory guidelines advocating and negotiating fair practices and policies till resolution.

Team Lead Financial Transaction Lead November 2019 – March 2021

First Bank of Nig Limited

- Conducted Talent acquisition sourcing, selection, training and onboarding, which contributed to the organizations 320% financial growth in 12 months as a result of achieving premium delivery and increased customer.
- Stayed updated on industry trends, market intelligence, and competitive environment, to prepare recruitment strategies and ensure we attracted the industry top talent in a competitive market globally.
- Coached and mentored training staff regarding organizations human relations issues including capability, performance management, disciplinary measures and grievances settlement.

Graduate Intern(First Academy: one of the leading Financial Institutions)

EDUCATION

MSc Management Sep 2023 Manchester Metropolitan University, United Kingdom

Bachelor of Arts, English and Literary Studies
July 2017
Ekiti State University Ado Ekiti

Certifications

Diploma in Recruitment Consultancy-April 2022

FBN customer service certification January 2022

SKILLS

- Excellent leadership skills.
- Excellent verbal and written communication skills.
- Deep understanding of Employee and Talent Planning.
- Profound Organizational skills and Vast knowledge of HR Policies
- CRM Tools
- Excellent Team Player
- Active Listener

References

Available upon Request.