

# Oluwatosin Adebawale

**Location:** Manchester, United Kingdom

**Email:** tosinadebowale27@gmail.com

**Phone:** +44 788 942 5055

## Profile Summary

A dedicated Retail Associate and Customer Service Specialist with over 10 years of experience in customer-facing roles and the proven ability to assist customers with a well-informed selection of product and services.

Demonstrates exceptional listening, communication and relationship building skills, encourages team collaboration in order to achieve excellent customer satisfaction and a proven track record of driving high-volume sales and customer satisfaction.

## Relevant Experience

### Socotec Limited (Administrator)

*September 2023 to November 2023*

- Developed and implemented customer service policies, procedures and standards to ensure customer satisfaction.
- Worked in a team environment to ensure customer inquiries were answered promptly and accurately.
- Coordinated with other departments to ensure customer service objectives were met.
- Managed administrative tasks, including document control, scheduling, and communication.
- Collaborated with cross-functional teams to streamline processes and enhance efficiency.
- Assisted in project coordination and data analysis.

### Reiss – Kensington, London (Seasonal Sales Associate)

*January 2023 to July 2023*

- Performing all retail floor functions.
- Acquainted myself with the shop floor layout and current stock to deliver excellent service to customers.
- Receive payment by cash, credit cards, gift cards, or automatic debits • Issue receipts, refunds, gift credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Count money in cash drawers at the beginning of shifts to ensure that

amounts are correct and that there is adequate change.

- Establish and identity prices of merchandise and prepare the shop floor and stock room for the Summer Sales.
- Thorough knowledge of the stock room procedure, location of merchandise and understanding of merchandise, fashion trends, styles and different fabrics and their care.
- Give advice to customers on style, fit and collections to encourage better sales.
- Delivering a premium and tailored customer service experience to all customers.
- Communicating appropriately and effectively with customers, team members and management.
- Picking stock for online order fulfilment.
- Maintaining visual standards.
- Acting as a Reiss Brand Ambassador at all times.

### **Netflix and Fever's *Stranger Things* experience – London (Sales Associate: and Front of House Team Member)**

June 2022 to January 2023

- Member of a dynamic sales team to achieve **over £10,000 in daily sales** for more than **60 consecutive business days**.
- Managed customer service operations, serving **over 500 customers daily**, ensuring a seamless and engaging customer experience.
- Developed and implemented sales strategies that contributed to a significant increase in merchandise sales.
- Trained new staff members in customer service excellence and product knowledge.
- Handled customer inquiries and resolved issues promptly, maintaining a high level of customer retention and loyalty.
- Adept research of products being sold and the characters in the show to improve sales.
- Maintaining store standards. Ensuring the product on the shop floor is replenished.
- Offered appropriate reservation options based on expected attendees when coordinating events.
- Filed incident reports and handled inappropriate behaviour to document problems and disturbances.
- Tracked guest satisfaction surveys to recognize trends and create action plans for improving guest services.
- Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.

## **Tasty African Restaurant – Finchley, London (Sales and Customer Service Representative)**

*January 2022 to June 2022*

- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Reach out to customers via telephone to verify request ratings and inquire on how to improve customer satisfaction.
- Ensure customers are satisfied with their purchases or service.
- Assist customers in placing orders, fulfilling refunds and handling exchanges.
- Oversee product recalls.
- Cold call potential customers.
- Inform existing customers of promotions and deals.

## **FIGS Enterprises -Ibadan, Nigeria (Sales Team Leader)**

*June 2006 to September 2007*

- Enhanced customer experience and brand awareness by promoting multiple brands and products via the demonstration of relevant and personalised options.
- Contributed to visual merchandising and helped with the set-up of store windows and displays.
- Made direct contributions to sales and revenue growth, and harmonised departmental and team operations to ensure the realisation of company objectives and sales figures.
- Handled customer complaints and inquiries in a professional and courteous manner.
- Performed daily customer service-related tasks such as data entry and order processing.
- Developed and maintained positive relationships with customers through excellent communication and follow-up skills.
- Working within the customer service team, comprising of 10 members. Attending to enquiries and resolving problems for clients related to online orders. Reporting to the Customer Service Manager.
- Achieved the highest performance levels and quality customer care. Meeting and exceeding required KPIs and targets. Secured **additional revenue** of equivalent of **£40k** within October- December 2006 period.

## **Key Skills**

- **Customer Service Excellence:** Expert in building rapport and maintaining customer relationships.
- **Sales Leadership:** Proven ability to motivate teams to exceed sales targets.
- **Communication:** Strong verbal and written communication skills.

- **Problem-Solving:** Adept at identifying issues and implementing effective solutions.
  - **Team Management:** Skilled in training and supervising teams to achieve collective goals.
- 

## **Education**

L.LB Common Law, University of Ilorin, Nigeria (2012)

L.L.M International Commercial and Business Law, University of Essex (2023)

---

## **References**

Available upon request.