

## **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.