



'Lola Oluseye

I am a dynamic customer service expert, with over 8 years' experience in the areas of Telemarketing, Call/contact center, and Front Desk, within the leading firms. I constantly deliver results that propel brands and products towards success. I am enthusiastic, self-driven and Innovative professional. Constantly translating ideas into results, while achieving brands outstanding presence.



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Date of Birth: Dec 1985



Al Nalda 2, Dubai UAE

SPOUSE VISA - valid till
March 2022.

CAREER PROFILE

- Goal-Oriented
- Excellent communicator, persuasive, influencer and negotiator
- Deal Finalization
- Resourceful and Effective
- Analytical and detail-oriented, Highly organized
- Time Management
- Good at planning and organizing files
- Knowledgeable in Microsoft Office

EMPLOYMENT EXPERIENCE

■ Heart of Europe Real Estate - Dubai

Kleindieast Group

VIP Excellence Service Advisor (Tele Sales)

Dec. 2018- March 2020

- ✓ Recorded the lowest talk time with the highest number of sales
- ✓ Constantly booked above the monthly targeted meetings, with a reasonable appointments ended with sales success
- ✓ Handled High Net worth clients with absolute respect and excellent deliveries
- ✓ Managed varieties of customers service and administrative tasks to resolve customers' issues quickly and efficiently
- ✓ Demonstrated a creative problems solving approach that put smiles on clients

■ Dunia Finance LLC - Dubai

Financial Services

Contact Center Rep. (Tele Sales)

August 2016- Nov. 2018

- ✓ Achieved above 200 quality outbound calls per day
- ✓ Quick resolution of customers issues, with accurate information logging
- ✓ Efficient migration from one call to the next
- ✓ Ensured absolute customer satisfaction scores
- ✓ Supervised and coordinated all merchandise and shipment processing
- ✓ Managed varieties of customers service and administrative tasks to resolve customers' issues quickly and efficiently

Skills

CUSTOMERS ORIENTED

SELF-MOTIVATION

NEGOTIATION

EXCELLENT
PRESENTATION

Languages

English

African

■ **Aramex Dubai**
Courier Services

April 2015 - July 2016

Contact Center Representative

- ✓ Attended to customers' queries, and provided products informations as required.
- ✓ Conducted customers follow up and suggest new merchandise and shipping schedules
- ✓ Determined customers' needs through asking relevant questions and actively listened to their responses

■ **Immex Courier Express - Dubai**
Courier Services

May 2012 - May 2014

Customer Services Representative

- ✓ Supervised and coordinated parcel shipment and deliveries
- ✓ Employed a professional approach to customers management

EDUCATION AND CREDENTIALS

■ **Yaba College of Technology, Lagos Nigeria**
Bachelor of Science

2004-2009

■ **Senior Secondary School, Lagos Nigeria**
SSCE

1996- 2002