



LAWAL SEUN EMMANUEL

CUSTOMER SERVICE EXECUTIVE












Visa Status: Residence

Customer Service Executive

Professional Summary

Skilled customer service professional with over 5 years of successful customer support and leadership experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

PERSONAL

-  **Name**
Lawal Seun Emmanuel
-  **Address**
Sahara towers
00000 Dubai
-  **Phone number**
0525003082
-  **Email**
lawalseun67@gmail.com
-  **Date of birth**
02-10-1992
-  **Place of birth**
Lagos state
-  **Gender**
Male
-  **Nationality**
Nigerian
-  **Marital status**
Single
-  **Website**
www.Fiverr.com/bigbrainzone
-  **LinkedIn**
<http://linkedin.com/in/theseunlawal>

INTERESTS

- Meeting people
- Traveling
- Driving



WORK EXPERIENCE

Mar 2020 - Jun 2021

Customer Service Executive

[Hilltop carriers, Nigeria](#)

Outline

Work within the customer service team, comprising of 10 members, to attend to enquiries and resolve problems for clients related to online orders; report to the Customer Service Manager.

Key Responsibilities

- Respond to customer emails and telephone calls to resolve problems such as wrong orders, delivery issues, payments, warranties, exchanges, and refunds.
- Deliver excellent customer service when offering advice in a professional and efficient manner.
- Work in compliance with high standard company practices and in accordance with brand requirements.
- Utilise interpersonal and communication skills while providing exceptional customer service and engaging with customers to tailor advice and recommendations.
- Employ teamwork skills by supporting the work of others and acting as a vocal and engaged team member while positively and confidently delivering solutions and solving any problems
- Promptly attend to customer requests to meet and achieve KPIs, exceeding targets and expectations.

Jan 2017 - Feb 2020

Customer Service Executive

[ABC Freights, Nigeria](#)

Outline

Worked within a team of 4 and managed a portfolio of 50 customer arrears and communicated with clients to negotiate repayments to accommodate the financial situation of clients and maximise returns for the company; reported to the Customer Service Manager.

Key Responsibilities

- Conducted regular calls with customers to cultivate a relationship of trust and leverage in the renegotiation of terms as a result of changes in personal finances.
- Responded to client complaints, ensuring the prompt resolution of issues to avoid escalation
- Recorded the content of conversations and proposed actions to provide a clear audit trail.
- Endorsed additional services and products to retain existing clients and develop future business.
- Reviewed client accounts and updated details of repayments, arrears and

changes to contractual agreements to comply with company procedures pertaining to customer care.

○ Oct 2015 - Jun 2016

Customer Service Executive

Team PTF logistics, Nigeria

Key Responsibilities

- Communicated with customers to ensure product understanding, answer questions, and facilitate conflict resolution.
- Handle customer inquires, complaints, billing questions and payment extension/service requests.
- Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
- Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Resolved an average of 350 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's mentors and trainers of both new and established employees.
- Helped company attain the highest customer service ratings (as determined by external auditors) - earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.



REFERENCES

References available on request.



EDUCATION AND QUALIFICATIONS



Jan 2011 - Aug 2015

B.Sc Psychology

Delta state university, Delta state



Sep 2004 - Jul 2010

West Africa Secondary School Cert

Baptist Academy, Nigeria



SKILLS

Customer Service	★ ★ ★ ★ ★
Clear Communication	★ ★ ★ ★ ★
Time Management	★ ★ ★ ★ ★
Complaint resolution	★ ★ ★ ★ ★
Client Relationship	★ ★ ★ ★ ★
Conflict management	★ ★ ★ ★ ★
Interpersonal skill	★ ★ ★ ★ ★