


# AFOLABI OLUMIDE

IBM Customer Engagement Specialist Professional

 Lagos

 2348144838359

 afolabiolumide50@gmail.com

Knowledgeable and dedicated customer service professional with extensive experience in Telecommunication, FMCG, Logistics and Health industries. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## Skills

Sales expertise	■■■■■
Shipping procedures understanding	■■■■■
Customer Acquisition	■■■■■
Complaint resolution Management	■■■■■
Customer Engagement Specialist	■■■■■
Active Listening	■■■■■
Prospecting	■■■■■
Customer Recovery	■■■■■
Customer Retention	■■■■■
Managing Expectations	■■■■■
Negotiation	■■■■■
SEO	■■■□□
Customer Relationship Management	■■■■■
Microsoft Office Suites	■■■■□
Excellent Communication	■■■■■
Persuasive	■■■■■
Data Entry	■■■■■
Lead Generation	■■■■■
Customer experience	■■■■■

Customer Centric



Excellent Interpersonal Relationship



Customer Service Management



Customer Focus



## Work History

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2019-10 - Current

### Service Center Agent

*GIG Logistics, Lagos, Lagos*

- Scored in top 80% of employees for successful and highest order processed per day
- Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings 75%.
- Managed timely and effective replacement of damaged or missing products.
- Suggested new procedure to persuade cancelling customers to stay with company, resulting in 35% decrease in cancellations.

2018-05 - 2019-10

### Data Analyst/Sales Executive/Customer Service Executive

*Ringo Telecommunication, Ikeja, Lagos*

- Researched and resolved issues regarding integrity of data flow into Busy Accounting software databases.
- Monitored price movement and make recommendations to management
- Overshoot sales target by 20% at my coverage area
- Coordinated statistical data analysis, design, and information flow.

2014-03 - 2018-01

### Customer Service Associate/Chief Product Officer/Team Lead

*Gopalex Limited, Maryland, Lagos, Lagos*

- Exceeded service objectives by applying proven customer service and sales best practices.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Exceeded call center volume, sales and customer satisfaction goals, achieving up to 80%
- Reclaimed over 80 lost clients
- Managed customer relations and customer service through daily communication and interaction.



## Education


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2009-02 - 2012-11

### Bachelor of Arts: Mass Communication

*University Of Benin - Benin City, Edo State, Nigeria*

2020-06 - 2020-09	<b>IBM Customer Engagement Specialist Professional: Customer Engagement Specialist Professional</b> <i>IBM International In Partnership With COURSERA - California, USA</i>
2018-05 - 2018-05	<b>Certificate in Digital Marketing Insight: Digital Marketing Insight</b> <i>MENTappTechnology - Ikeja, Lagos</i>
2017-03 - 2017-06	<b>Certificate in Customer Service Management: Customer Service Management</b> <i>Ghana Institute Of Management And Administration - Accra, Ghana</i>
2016-08 - 2016-08	<b>Certificate in Customer Relationship Management: Customer Relationship Management</b> <i>International Council Of E-Commerce Consultants - Ikeja, Lagos</i>

<div>  <b>Certifications</b> </div>	
2020-09	IBM Customer Engagement Specialist Professional
2018-05	Certificate in Digital Marketing Insight
2017-06	Certificate in Customer Service Management
2016-08	Certificate in Customer Service Management

<div>  <b>Languages</b> </div>	
English	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Yoruba	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>