

# KAOTHAR DAMI- AGBOOLA

International city  
0566383895 | deedamiagboola@gmail.com

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Well-trained and experienced customer support specialist with logical troubleshooting skills to facilitate business processes and deliver excellent customer service while adhering to organizations' SLA. Detail oriented, meticulous, good interpersonal relation abilities and an advocate of teamwork. Proficient knowledge of IT services, CRM and workflow tools.

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## EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE/ SUPPORT AGENT

ABI Imports and Cargo services

2022-2023

Help desk for support and quality SLA response time, Supervision of sales orders, Documentation of all cargo freight services, Troubleshoot and resolve all customer issues and complaints, teamwork with desktop support team, record keeping of customer's information and orders, administrative support

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### BUSINESS MANAGER

I90Ibykawthar

2021-2023

Strategic planning and branding, Purchase and stocking of inventories, Collections design, Staff hiring, Staff training and management, Account and finance tracking, Sales and Ecommerce, Managing day to day operations

### INTERN

Ladoke Akintola University of technology

2022-2022

Assisting in research topics and undergraduates' projects assessment, Daily administration of drugs to poultry birds, Daily maintenance and management of faculty projects

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## EDUCATION

### BACHELOR OF AGRICULTURE, MAJOR IN AGRICULTURAL EXTENSION AND RURAL DEVELOPMENT

UNIVERSITY OF ILORIN

OCTOBER 2023

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## SKILLS

- CRM Platforms (Hubspot, Intercom, Zendesk, Slack and the likes)
  - Workflow and collaboration tools( Trello,Loom,Monday.com, Clickup, Asana and the likes)
  - Project management
  - Appointment setting
  - Telemarketing and lead generation
  - Customer relations and interaction
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