

Resume

Love Oluwayinka Okegbenro

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SUMMARY

Detail-oriented professional with over four years of experience in a busy customer-service environment. Proven ability to handle customer issues quickly and discreetly while nurturing positive relationships and increasing customer retention rate.

HIGHLIGHTS

- Results-oriented * Revenue generation
- Effective marketing * Business development
- Resistance to stress * Organizational capacity
- Telemarketing * Good manners
- Microsoft Office Suite * Leadership skills

EXPERIENCE

March 2019 till October 2020 in Acces Bank as an Inbound Agent-Lagos Nigeria

Job Profile:

- Provided clients with information regarding company's services and deadlines.
- Improved overall efficiency 100% by anticipating needs and providing outstanding support.
- Promoted products or services to each customer to consistently achieve sales targets.
- Accomplishes sales and organization mission by completing related results as needed.
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
- Answered average of Number calls and emails per day,
- Addressing customer inquiries, solving problems and providing

**Feburary 2017 till March 2019 in Diamond Bank as a Telemarketer/Outbound Agent
-Lagos Nigeria**

Job Profile:

- Contact potential or existing customers to inform them about a product or service using scripts.
- Initiating sales with potential customers over the phone.
- Ask questions to understand customer requirements and close sales
- Handle grievances to preserve the company's reputation.
- Go the "extra mile" to meet sales quota and facilitate future sales.
- Cold call people using a given phone directory to sell products or solicit donations.

**November 2015 till December 2016 in FemazMicro Finance Bank as a Business
Development officer-Lagos Nigeria .**

Job Profile:

- Loan disbursement and primarily monitoring all loans
- Disbursed to avoid PAR/Bad debt.
- Discussing the financial requirements, and providing financial advice to personal and executive business clients.
- Drove operational improvements which resulted in savings and improved profit margins.
- Increased customer satisfaction by resolving Product or Service issues.
- Maintaining statistical and financial records.
- Developing a network of local business clients.

EDUCATIONAL :-

Degree/Diploma/ Certificate.	Board / University / Institute	Year Of Passing	Class / Grad e
Bachelor of Science-Mass Communication	Tai Solarin University of Education,Ogun State,Nigeria	2010-2014	Second Class Upper.

PERSONAL DETIALS -

- Date of Birth – 18th Novemeber 1990
- Languages Known – English
- Marital Status – Married.

COMPUTER SKILLS - Online Research browsing, Word,Powepoint,Excel.

INTEREST - Traveling,Meeting people,Surfing internet.