

OLAYEMI BABATOPE DANIEL

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Personal Statement

Energetic Customer Service Representative with 4+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Education

Bsc. Computer science: Lagos state university (2013-2017)

Module covered:

- Artificial Intelligence 1.
- Data Structure & Algorithms.
- Full Stack Application Development.
- Mathematical and Logical Foundations of Computer Science.
- Object Oriented Programming.
- Theories of Computation.

Work Experience

DU Telecommunications, Dubai UAE (2019 -2022)
Role: Customer care representative

Duties include:

- Interact with customers to solve issues and questions about products, services, and policies
- Maintain a positive and friendly tone with customers at all times
- Recruit potential customers by recommending goods or services and demonstrating how they benefit the customer personally
- Establish new customer accounts and record account information, like phone numbers or addresses, on digital platform
- Listen to customer complaints and try to identify the cause of their problem to my best ability
- Identify the appropriate response and strategy to solve customer issues as quickly as possible
- Relegate unique customer cases to supervisors or the appropriate department and provide context when necessary

ASUSTek Computer Inc, Nigeria

(2017-2019)

Role: Customer care representative

Duties include:

- Take ownership of customer issues
- Troubleshoot problems and see them through to resolution
- Escalate unresolved issues to the appropriate internal teams
- Collect prompt and accurate feedback from customers
- Document knowledge in the form of solution articles
- Meet personal/customer service team sales targets and call handling quotas

Core Skills

Good communication skills

People's skills

Eye for details

Target driven

Confident telephone

manner Enthusiastic

Tech savvy

Reference:

Available on request.