**TIMOTHY ADEBOYEJO**

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**WORK EXPERIENCE**

**Customer Service Associate.** Jan 2023 - till date *Ecobank Regional Contact Centre, Lagos*

* Acting as a point of contact between clients and the organisation.
* Maintaining an extensive knowledge of company's products and services to recommend items aligned with clients' needs.
* Engaging in internal and external communications
* Escalating concerns to direct Supervisor/Teamlead.
* Ensuring that standard level conditions are met.
* Participating in team meetings and training sessions to stay informed on product updates and changes.
* Meeting up with KPIs of above 90% threshold.

**Customer support Consultant.** July 2022 - Dec 2022

*Fairmoney Nigeria, Lagos, Nigeria*

* Created a win-win situation with customers via negotiation on repayment.
* Collated and Managed customer's information.
* Provided product and service information and resolved concerns to assist customers.
* Reduced company's losses from high-risk score customers by 20%.
* Recorded customers' feedback via CRM.

**Customer Service Representative** Aug 2021 - June 2022

*Blueridge Microfinance, Lagos, Nigeria*.

* Facilitated business decisions by giving feedback on interactions with clients.
* Delivered personalized customer service relating to enquiries and requests and promptly resolved problems.
* Liaised with clients to identify and define their needs.
* Maintained knowledge of Company's products and services to provide helpful suggestions and recommendations to clients.

**Telesales Representative**. Aug 2020 - Aug 2021.

*Outcess Solutions*

* Built and established relationships with customers, enabling long-term partnership.
* Worked with team mates and management to achieve sales plans, goals and targets.
* Utilized CRM to manage customers' accounts and track performance metrics.
* Achieved daily KPI of above 80 cold calls.
* Engaged in team meetings, training , and feedback sessions.
* Followed up on customer's commitments on product functionality and overall satisfaction.

**EXTRACURICULAR/VOLUNTARY EXPERIENCE**

**Teacher**  Jan 2018 - Oct 2018

GSS Kaskadi, Jos, Nigeria.

* Encouraged students participation in activities.
* Researched and developed new teaching methods.
* Planned and prepared lessons.
* Marked and recorded performances of students.
* Communicated effectively with other teachers and administrative body.
* Provided students with one-on-one support.

**Industrial Trainee** Aug 2016 - Nov 2016

Ministry of Lands and Housing, Ibadan, Nigeria.

* Organized and documented files for use by supervisors.
* Participated in site inspections.
* Participated in demolition of illegal structures.
* Engaged in meetings and discussions.

**EDUCATION**

**University of Ilorin Sept 2017**

**Ilorin, Nigeria**

* BSc Geography and Environmental Management

**CERTIFICATIONS**

 **.** Google Project Management. *In progress*

 *Coursera*.

 **.** UK Graduate Project Management *March 2018*

 *Novelle Center Professional Training Institute*

 **.**  Introduction to Quality Management course. *March 2018*

 *Rahn Wesley Institute of Management*.

**SKILLS**

* Effective Communication and Interpersonal skill.
* Time Management
* Problem Solving
* Organizational skill
* Negotiation
* Budgeting.
* Attention to details
* Adaptability
* Multi-tasking
* Escalations
* Telephone and Email etiquette
* Team Work
* Product, Service and organization policy knowledge.
* Ms Word, Excel, Powerpoint, Outlook.
* Microsoft dynamics 365
* CRM (Salesforce)
* Slack, Zoom, Teams, Lync.