

# GRACE ASILEJO

Ikeja Lagos

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## PROFESSIONAL SUMMARY

Highly skilled freelance content creator and voiceover artist with 3 years of experience in the industry. Proficient in radio presenting, script writing, video editing, and content creation, offering a comprehensive range of skills to clients. Certified customer care representative with 2+ years of successfully managing and handling customer complaints and inquiries. Strong attention to detail, exceptional communication skills, and a passion for bringing ideas to life.

## SKILLS

- Content Creation skills
- Excellent communication skills
- Creativity
- Interpersonal skills
- Voiceover skills
- Social media management
- Customer service skills

## EXPERIENCE

- **iSON Xperience (MTN), Oyo State, Ibadan** Aug 2022 - May 2023  
Customer Care Representative (call centre agent for MTN)
  - Providing information about MTN products/services
  - Handling customer complaints
  - Providing appropriate solutions and alternatives within the time limits
  - Taking the extra mile to engage customers while answering customer questions
  - Providing proactive customer outreach.
  - Resolving issues and troubleshooting technical problems
- **Broadcasting Corporation of Oyo state [BCOS]** January 2022 - May 2022  
Radio Presenter / Script Writer [Intern]
  - Took part in writing, reading, and editing scripts
  - Handled video editing and Voiceover
  - Practiced and mastered News Reading and Program Anchoring
- **Glo Telecommunications company (Gloworld) Oyo state Ibadan** October 2019 - January 2022  
Customer Relationship Officer [Intern/Adult staff]
  - Registration of Sim cards
  - NIN enrollment registration
  - Handle incoming walk-in customer issues
  - Address customer needs and concerns efficiently and effectively to turn unhappy customers into return guests.
  - Build rapport and establish good relationships with customers to ensure customer retention.
  - Promote and up-sell products, services and packages to maximize sales opportunities where necessary.
  - Deliver product knowledge to customers through effective communication to increase consumer understanding and product sales.

## EDUCATION

- **Osun State University** 2017-2021  
B.A linguistics and communication studies

## VOLUNTEER

- **Radio Presenter Jun./22 - Jul./22**

- Orientation Broadcasting Service | National youth service corp  
Benue wanune tarka local government
- live Broadcasting of News across camp to corp members
  - Anchoring of entertainment programmes

## CERTIFICATION

- ISON Xperience  
Certified Customer Care Representative -2022