**PHILIP KAYODE JOSEPH**

 **Address:** 23, Ijaye Street, Papa Ashafa, Agege, Lagos State, Nigeria.

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 **CAREER SUMMARY**

Confident and energetic customer service representative passionate about serving customers. Thrives in a challenging and fast-paced environment. Able to interact freely with customers and resolve issues quickly. Now looking for a rewarding position where I can serve customers and increase customer retention. Result-oriented, extremely motivated, and dedicated Farm Manager with a strong background in livestock maintenance, solid grasp of farming techniques, and expensive experience in the business. Ability to manage and streamline various farming operations which assists to supervise team and adhere to government regulations. I have a strong ability to understand and deal with technical challenges, both mechanically and electronically. The ability to analyze and relate mechanical challenges to social and business situations providing problem solving skills that are well above the norm.

**CORE COMPETENCIES**

* Exceptional Customer Service Business Process Improvement
* Resource Allocation Order & Inventory Management
* Maximizing Profitability Team Leadership
* Preventative Maintenance Complex Problem solving
* Critical Thinker and Negotiator Farm Management Techniques

**WORK EXPERIENCE**

**Double Touch Cleaning & Fumigation Services April 2021 – Till Date**

**Role:** Customer Service Representative

* Provided accurate and appropriate information in response to customer inquiries.
* Made reasonable procedure exceptions to accommodate unusual customer requests.
* Addressed customer service inquiries in a timely and accurate fashion. Always maintained up-to-date records.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Built customer loyalty by placing follow-up calls for customers satisfaction.

**Vidal Farmhouse June 2018 - February 2021**

**Role:** Poultry Manager

* Initiating most effective farming practices and increasing production by 35%.
* Developing and overseeing the operational budget.
* Planning and coordinating short and long-term operations including land and livestock management and oversight of data collection.
* Maintaining and updating comprehensive records of land use, tilling, sub-irrigation lines, planting and harvesting data, soil tests and chemical applications.
* Supervising the maintenance of equipment.
* Managing all research projects to ensure that protocol is followed correctly at the farm level.
* Coordinating and planning production, sale and merchandising programs including breeding, forage inventories and cattle marketing.
* Conducting farm tours to promote public relations and provide information.

**Achievements**

* Increased overall production of the farm by 20% during the term of management.
* Implemented free-range chicken egg operation at the diary, with a flock of 300 hens.
* Directly supersized 20 other farm personnel and oversaw all vendor relations associated with farm operations, including both suppliers and product distributors.
* Trained new individuals for different activities – planting seeds, cultivating crops, spraying pesticides, and nourishing soil with fertilizers.

**Model School, Iseyin, Oyo State (NYSC)** **May 2017- April 2018**

**French Teacher**

* Developed lesson plans that followed the guidelines of the approved curriculum which was used to teach over 100+ students thereby increasing their performance by 20%.
* Prepared scheme of work, marking students register and writing notes of lesson and implemented modern curriculum that sets students on high performance in Agricultural Science.
* Assessed and looked after 100+ students’ progress throughout the term and work closely with other staff to efficiently plan and coordinate work

**Benlokay Ventures 2016-2018**

**Role** : Customer Care Representative

* Handled Booking of appointments and seminars effectively promptly
* Composed letters, memos, and emails.
* Maintained general company record systems and holding general files.
* Performed administrative tasks, including filing and photocopying.
* Handled inbound and outbound calls and served as the contact person for the organization

**EDUCATION**

* **Olabisi Onabanjo University, Ago-Iwoye, Ogun State****2016**

B.A French.

**PERSONAL SKILLS**

* Competent communication skills to better work with customers and respond to their individual needs and concerns
* Personable and enthusiastic personality to make communicating with customers a pleasant and positive experience
* Excellent familiarity with business communications procedures and practices
* Strong ability to design and implement corporate communications plans
* Exceptional skills in Microsoft Office including PowerPoint Excel Outlook and Word
* Sound oral and written communication skills
* High time management and organizational abilities
* Strong organizational and time management skills to ensure timely and effective response to customer inquiries
* Good Team player with excellent ability to multi-tasking and able to adapt to varying situations.

**CERTIFICATION**

* Graduate Diploma Certificate in Project Management  **2018**
* Associate Membership in Risk Management  **2018**

 **REFEREES**

 Available on request