

**CAREER OBJECTIVE**

I am a hardworking individual, who is earnestly committed to offering my unique personal

qualities, inclusive of team-playing, vibrant customer service strategies, great management

skills-sets, a profound aptitude for critical thinking required for solving problems, as well

as a wet appetite for learning in a result-oriented organization, offering opportunity for

growth, innovation and excellence.

**EDUCATION**

2008OlabisiOnabanjo University, Ago-Iwoye, Ogun State, Nigeria

**Bachelor of Science (B.Sc.) Sociology**

2004OlabisiOnabanjoUniversity, Ago-Iwoye, Ogun State, Nigeria

**Diploma - Marketing**

2000 Okota High School, Okota, Lagos State, Nigeria

**Senior School Certificate Examination (SSCE)**

**PROFESSIONAL QUALIFICATION**

2008 Nigerian Institute of Marketing of Nigeria (NIMN)

**Associate Member**

**WORK EXPERIENCE**

**MAY, 2020 – MAY 2023**

**Administrative Officer**

GEOSINE SYNERGY RESOURCES LTD,

KM 14, LEKKI-EPE EXP. WAY, LAGOS, NIGERIA

**Responsibilities**

* Integrates new intakes according to Company’s specifications
* Provides great internal employee’s support
* Conduct and resolves grievances with corporate office staffs
* Monitors daily activities and provides operational supports
* Helps organize schedules, deadlines and meetings

**DECEMBER, 2017 - JANUARY, 2020**

**Customer Service Representative**

SLOT SYSTEMS LIMITED

IKEJA, LAGOS, NIGERIA

**Responsibilities**

* Attends to all customers complaints and enquiries
* Timely Intervention and Resolution of all customers Issues
* Constantly gives feedback to appropriate authorities
* Ensuring Staffs compliance with the company’s code of conduct
* Engages in the sales of Company’s Products

**APRIL, 2013 - NOVEMBER, 2016**

**Service Center Supervisor**

PREMIER IMPACT LIMITED

LEKKI, LAGOS, NIGERIA

**Responsibilities**

* Timely intervention and resolution of all customer’s complaint
* Coordinates Technical Repair Service to obtain maximum customer satisfaction.
* Timely follow up with service centers to ensure quick resolution of every customers’

complaints in relations to manufacturer’s warranty.

* Training of service center new intakes on the rules, ethics and expectations that apply to the job.

**MAY, 2011 - FEBRUARY, 2013**

**Customer Care Officer**

NOKIA CARE CENTER

IKEJA, LAGOS, NIGERIA

**Responsibilities**

* Managed a high volume workload within a deadline driven environment
* Resolve an average of 100 enquiries and complaints in any given week
* Consistently met performance benchmarks in areas of volume and revenue
* Became the lead “go to” person for new representatives

**MARCH 2010 - MARCH, 2011**

**NYSC**

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| NATIONAL YOUTH SERVICE CORPS  BAUCHI STATE, NIGERIA |  |

**REMOTE / FREELANCE EXPERIENCE**

**JULY, 2019 – FEBRUARY 2020**

**Independent Contractor – Internet Assessor (Remote)**

APPEN LIMITED

AUSTRALIA, CANADA

**NOVEMBER 2020 – FEBRUARY 2021**

**Independent Contractor – Audio Transciber (Remote)**

APPEN CHINA

**SKILLS AND COMPETENCIES**

* MS Office
* Corel Draw Suites
* Internet
* Freshdesk
* Google Docs

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| **PERSONAL SUMMARY**  **Date of Birth:** 14th February, 1984  **Address:** 6, CAC Street, Okeogun Eleku, Lekki-Epe Expressway Lagos, Nigeria  **Gender:** Female  **Mobile:** +234 7033967452, +234 7017817985  **E-mail:** [titilopeseunokeyemi@gmail.com](mailto:titilopeseunokeyemi@gmail.com)  **Nationality:** Nigeria  **HOBBIES**   * Reading * Internet * Listening to Music   **REFERENCES**  Available on request |  |  |
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