

Ayodele Ishola

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Results-driven professional with a diverse background in Customer Experience Supervision, Onboarding, and Operations. Demonstrated expertise in overseeing eCommerce operations, optimizing customer experiences, and managing inventory to drive business growth. Skilled in coordinating cross-functional teams, implementing strategies, and utilizing data analysis to identify trends and areas for improvement. Proven ability to lead teams, resolve customer inquiries, and ensure operational efficiency. Strong communication and problem-solving skills with a focus on delivering exceptional customer service. Committed to staying updated on industry trends, implementing best practices, and driving continuous improvement.

CORE COMPETENCIES

- Customer Service and Client management
- Operations Optimization
- Technical Support
- Onboarding and Research
- Training and process development
- Warehouse Management
- Inventory and Stock control

PROFESSIONAL EXPERIENCE

Taeilo Furniture

Customer Experience Team Lead

Lagos, Nigeria
January 2023 – Present

- Oversee eCommerce operations, including order fulfillment, and shipping processes.
- Ensure the smooth functioning of the online store, including product listings, pricing, and promotions.
- Monitor website performance, user experience, and identify areas for improvement.
- Coordinate with cross-functional teams, such as marketing and IT, to implement eCommerce initiatives and enhancements.
- Manage customer inquiries, and complaints, and provide timely and effective resolutions.
- Develop and implement customer service strategies to enhance the overall customer experience.
- Track and analyze customer metrics and feedback to identify trends and areas for improvement.
- Stay updated on eCommerce trends, market dynamics, and customer behavior to drive business growth.
- Oversee the telesales and customer experience team

Africa Delivery Technologies (Kwik Delivery)

Customer Experience Supervisor

Lagos, Nigeria
November 2020 – December 2022

- Managed the overall teams' daily activities to ensure smooth operations.
- Assessed contact trends to identify improvement opportunities, collect customer feedback and prepare weekly reports to help in improving Products and Services
- Oversaw Communications with consumers via various channels and social media to ensure that deliveries that are approaching SLA deadlines are prioritized by the team.
- Provided recommendations to stakeholders to improve the customer experience continuously.
- Developed metrics to assess the organization's progress in providing a world-class customer experience.
- Oversaw and manage communications and distribution of resources on our food platform, KwikBites, as well as ensuring merchant availability and compliance with business regulations.
- Performed duties in accordance with applicable standards, policies, and regulatory guidelines to promote a safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Liaised with other departments in ensuring Product updates, improvement, and marketing.

In-processing officer (Hub-Operations)

July 2019 – October 2020

- As one of the KWIK delivery's pioneering workers in Nigeria, I coordinated onboarding and trained partners over a hundred partners to join the platform.
- Establish operational procedures to manage site activities efficiently, and explore for moderate solutions to enhance strategic and tactical operations while ensuring partners conformed with legal requirements, with a compliance record of over 90%
- Ensured that riders were appropriately equipped to work on the platform. As I am obsessed with maintaining brand image, compliance, and no compromise are my watchwords.
- Designed the stock system reconciliation, and the information gathered during the process helped Kwik enhance its business processes. Made sure there was a proper balance of resources to keep service delivery within agreed-upon budgets.

MOMAS Electricity Meters Manufacturing Company Limited.

Assistant Warehouse Manager

Ogun, Nigeria
May 2018 – July 2019

- Oversaw the delivery of over five-million-meter components to consumers across the country.
- Using Excel, I reconciled daily sales transactions and tracked the movement of products in and out of the warehouse.
- Evaluated suppliers to assess the quality, timeliness, and compliance of deliveries while maintaining tight cost controls and ensuring operational efficiency in the department.
- Relied on data from the warehouse to determine conditions of products and forecast needs of the company.

- Ensured that hardware returned due to malfunction are properly grouped and sent to the departments in charge of repair and monitored their progress till it got back to the end-users.
- Managed the overall teams' daily activities to ensure smooth operations.

Warehouse Associate

June 2017 – April 2018

- Developed strategies and creative means to quickly resolve challenges as they developed in the warehouse. This included resolving clients' concerns efficiently and effectively.
- Managed records and Data of items, supplies, and disbursements related to the warehouse.
- Ensured warehouse stations and equipment regularly met OSHA requirements, and any defects detected were immediately fixed.
- Optimized storage area by ensuring easy access to products and creating a safe way to identify and interact with products of different sizes, weights, and shapes.
- Regularly interfaced with customers across diverse backgrounds and addressed their concerns on a daily basis.
- Maintained strong vendor connections beneficial to the organization and also managed vendors' requests including arranging pricing and delivery structures, and shipment and paperwork concerns.
- Resolved clients' concerns efficiently and effectively.

The Bachelors' Hotel and Event Center

Oyo, Nigeria

Operations Supervisor

July 2016 – May 2017

- Evaluated internal needs of the business and developed plans for maintaining optimal supply levels.
- Created duty rosters for staff, while ensuring all staff are punctual and duties are carried out to an accepted standard.
- Created a standard operating procedure for my role and kept a log of operational activities for my report to my manager.
- Ensured guest ledger was filled appropriately and followed up with existing customers.
- Documented business processes and analyzed procedures to ensure alignment with changing business needs.
- Constantly reviewed records and other documents to obtain business information and key data in order to respond to changing local development landscape.

EDUCATION

Obafemi Awolowo University (OAU)

Osun, Nigeria

B.A: History and International Relations

2015

Chartered Institute of Customer Relationship Management, Nigeria

Osun, Nigeria

Business and Customer Relations Management Graduate Diploma

2018

SKILLS AND INTERESTS

Technical Skills: Microsoft Office Suite (Word, Advanced Excel, PowerPoint), ODOO, Fresh works(Freshdesk and Fresh chat)

Interests: Personal and Professional Development, Reading.

Languages: English (Fluent)