



Alegbe Oisasumhe

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Objective

I am a highly driven and experienced Customer service representative, technical support representative, sales person and media practitioner with excellent interpersonal skills who recently relocated home to Nigeria seeking employment with an organization that can assure my growth. I am bringing over years of satisfactory Telesales and customer satisfaction experience especially. I also recently acquired a training in Cybersecurity. I seek to use my years of experience to serve your organisation.

Experience

- **Ayamara Foundation, Nigeria.** 2021 - Till date
Administrative Director.
 - Prepared hiring letters for the foundation.
 - Liased with the finance director for budgeting matters.
 - Handled meetings with directors and took minutes.
 - Handled new media page for the organisation.
 - Represented the foundation at media shows.
- **Sykes, Maadi Technology Park, Cairo Egypt.** 2019 - 2020
Technical Support Representative.
As a Sony Technical support staff, tasks include:
 - Troubleshoot faults in the device online with the customer or via email if the issue was complicated.
 - Followed up telephone calls and emails to ensure desired results of trouble shoot steps.
 - Set appropriate appointments to meet customer and client needs after handing out advance troubleshoot steps.
 - Escalated cases that couldn't be resolved to Sony's 2nd Level tech or CRO in Berlin as the case may be.
 - Assisted customers book and track repair of their devices with the repair centres in their respective countries.
- **Etisal, Cairo Egypt.** June 2018 - 2019
United States Consular Department.
US VISA/DEPARTMENT OF STATE.
 - Ensured customers satisfaction to Visa-related questions.
 - Assisted applicants in inquiries relating to visa categories to reduce visa errors.
 - Assisted applicants set appointments via the CRM.
 - Guided applicants to make visa payment on inbound calls by transferring them to IVR.

- **Skyline Housing, Cairo, Egypt.** 2017 - 2018
Telesales Opener and Closer.
 - Cold calling business travellers/ Tradeshow coordinators attending tradeshow all over the world especially those in the United States who would be booking hotel blocks.
 - Sold all types of hotel blocks to Tradeshow coordinators/Business travellers within the United States.
 - Ensure that proper payments are made online for desired bookings.
 - Provided appropriate counselling to ensure complete customer satisfaction in utilizing company's services.
- **Centro, Maadi, Cairo, Egypt.** 2016 - 2017
Health care support Assistant/ Medicare specialist
 - As a health support assistant with Centro, Egypt. Centro was a B2B firm handling the activities of the pain management centre of the US. Below were my tasks.
 - Made outbound to assist seniors various health concerns including diabetes, skin diseases etc.
 - Ensured proper diagnostics of patient before administering any medications.
 - Ensured that patients had the relevant part on their insurance before proceeding on the call.
 - Contacted the patient's doctor after every successful call for approval of the medications be they topical or oral.
 - Ensured that relevant medications are sent to the nearest pharmacy of the patient via zip code.
- **Edo Broadcasting Service, Nigeria.** 2010 - 2010
Presenter
 - Presented a live magazine programme which had to do with style and cleanliness of the gentleman.
 - News anchor.

Education

- **NTA Television College, Jos, Plateau state, Nigeria** 2012
Diploma in Television production
Upper credit

Skills

- Customer interfacing skills
- Excellent communication skills
- Problem solving
- Excellent phone handling/ rejection skills
- Sales Management
- Trust building
- Negotiation
- Interpersonal skills
- Customer Relationship Management (CRM)
- Team Management
- Microsoft Office
- Microsoft Word
- Administration skills
- Result driven and attention to details

Achievements & Awards

- Best Customer friendly staff - Sykes. I received "Aquaman" award from Sony. This was the title for a support agent who had attained 100 percent in all calls for a consistent week.
- Best Telesales Agent- Skyline Housing. Record breaking deal of attaining 60 nights hotel reservation in Las Vegas from a company director attending a trade show at one call, one close.
- Cyber Security Training courtesy Halogen Academy and the Nigerian Ministry for Youth and Cultural Development. Certification for Cyber Security introduction.

Interests

- Volunteering opportunities.
- Photography.
- Travelling.
- Social networking.
- Problem solving

Personal Details

- Nationality : Nigerian

Reference

- **Mrs Azab Ghada.** - "Sykes, Maadi Technology Park, Cairo, Egypt."
Supervisor, SonyMobile.
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- **Muhammed El Zaha** - "Skyline Housing, Cairo, Egypt."
Floor Manager
N/A
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- **Hon. Dr. Stella O. Dorgu** - "N/A"
Member, House of Representatives, Nigeria.
On request
On request.
- **Kareem Farouk** - "Skyline Housing"
Chief Executive Officer and Founder Skyline Housing
On request
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