

AYOOLA DAMILOLA

Customer care representative

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Lekki, Lagos state



SUMMARY

Highly motivated and professional customer Engagement specialist with over 3 years of experience providing high-level support to customer. Proficient in managing calendars, organizing meetings and events, handling documents, and communicating. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

EDUCATION

University of Benin

Bachelor's Degree in Environmental Education
2015 - 2018

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Use of CRM tools
- problem solving and strong critical thinking

CERTIFICATIONS

- Jobberman Accelerated soft skill training
- Digital marketing fundamentals
- Customer Service Fundamentals
- Customer Engagement Specialist
- EF Standard English Test
- Fidelity investments - Customer Service Job Simulation from Forage

PROFESSIONAL EXPERIENCE

Virtual online customer support (Volunteer)

Renaissance Assembly | Jan. 2024

- Implemented strategies resulting in a 15% increase in members satisfaction scores through proactive communication and issue resolution.
- Successfully managed and resolved members inquiries across multiple online channels, ensuring a seamless and consistent support experience.
- Developed and executed social media engagement strategies, fostering positive interactions and resolving issues on platforms like Telegram and Facebook.

Digital marketer

Igrace mediatech | Feb. 2021 - Aug. 2023

- Monitor and respond to online reviews and comments, actively managing the brand's reputation across various online platforms.
- Develop and curate engaging and relevant content for various digital channels, including websites, blogs, social media, and email campaigns.
- Plan and execute email campaigns to nurture leads, retain customers, and drive conversions, while ensuring compliance with privacy regulations
- Create, schedule, and analyze content across social media platforms to enhance brand presence and engage with the target audience.

Customer care representative

De Akars Trading Nig Ltd | Nov. 2020 - Oct. 2023

- Offering accurate and comprehensive information about products, services, policies, and procedures to customers.
- Addressing and resolving customer concerns, complaints, or escalations effectively and efficiently, aiming for a satisfactory resolution.
- Implementing a new customer feedback system that increased positive feedback by 30%, leading to improved customer satisfaction scores and a more responsive service approach.
- Provided support, including answering phone calls, responding to chat, and preparing orders