

# SOLOMON ILEBAYE HARUNA

Customer Service  
Representative



✉ solomonharuna24@gmail.com

☎ +2348100367113

📍 Federal Housing Estate  
Lugbe, Airport Road, Abuja

🇳🇬 Nigerian

👤 Male

🐦 solomon24

## PROFILE

As an experienced customer service representative, I have excellent communication skills, both written and verbal. I also have strong problem-solving abilities, empathy towards customers, patience, and the ability to work well under pressure.

## CERTIFICATES

**Project Management**

Level 1 & 2

**Human Resource Management**

**Health Safety and Environment**

Level 1&2

**Business Communication and  
Diplomacy**

**Public Speaking and Presentation**

**Leading and Supervising People at  
Work**

**Business Management**

Awarded by Tony Elumelu (CFR),  
Owner of UBA Bank.

## EDUCATION

**Bachelors in Agriculture/ Soil and Environmental  
Management, Kogi State University**

2015 – 2021 | Anyigba, Nigeria

## PROFESSIONAL EXPERIENCE

**Outsource Global International, Customer Service Agent**

2020 – 2023 | Abuja, Nigeria

**The VA Group,**

**Lead Generation Specialist (Virtual Assistant)**

2023 – present | Las Vegas, United States

I possess the following skills in this role:

- Sales.
- Marketing.
- Business Development.
- Google Analytics.
- Seo.
- Salesforce.
- Social Media.
- Crm.

## SKILLS

**Active Listening**



**Empathic Listening**



**Good Communication and Interaction**



**Business Communication**



**Project Management**



**Experts in handling several CRM including:**

**FRESHDESK, CONVOSSO, CANVAS, ZENDESK**

**E.T.C**



Data management, Communication Skills, Problem-solving,  
Analytical skills, and Customer service skills.

## DECLARATION

My details are accurate and can be further verified upon request  
by employer

**SOLOMON ILEBAYE HARUNA**

Abuja, 5/7/2023

## REFERENCES

**Samuel Haruna, Research Assistant, Nigerian Defense College**  
samuelharuna121@gmail.com, +2348169311747

## INTERESTS

Reading and Research

## LANGUAGES

English



## ORGANIZATIONS

### Care For Someone Foundation (NGO), Front Desk Secretary

2019 – 2020 | Abuja, Nigeria

I possess the following skills as a front desk secretary:

- Written and verbal communication skills.
- Customer service.
- Multitasking and prioritizing.
- Dependability.
- Familiarity with Microsoft Office.
- Problem-solving.
- Ability to work under pressure.
- Attention to detail.

### Outsource Global Resources, Customer Service Representative

2020 – 2023 | FCT-ABUJA, Nigeria

I possess the following skills as a customer service representative:

- Persuasive Speaking Skills.
- Empathy.
- Adaptability.
- Ability to Use Positive Language.
- Clear Communication Skills.
- Self-Control.
- Taking Responsibility.
- Patience.

### The VA Group, Lead Generation specialist

Las Vegas, United States

## PUBLICATIONS

Evaluating the concentration of the Physio-chemical Process and Heavy metal in the Soil of Aloma, Ofu, L.G.A, Kogi State,  
Solomon Ilebaye Haruna

2021