

Opeyemi Oginni

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An individual with a strong communication, research skills, adept at production concepts and design, and passionate about learning and exploring new concepts. Interested in bringing immediate and strategic value to the industry through development and implantation of best processes routes and practices.

Work Experience

Customer Support

OJANOW - IKoyi, Lagos
April 2023 to Present

- Respond to customers inquiries through various channels such as emails, live chat, phone, and social media in a timely and professional manner.
- Assists customers with placing orders , tracking shipments, processing returns, and resolving products or service issues.
- Collaborate with other departments such as Sales and Operations to ensure timely and accurate resolution of customer issues.
- Stay up-to-date with product knowledge,promotions, and company policies to provide to provide accurate information to customers.
- Meet or exceed customer service metrics such as response times, resolution times, and customer satisfaction ratings.

Customer Service Representative

E-Settlement Limited (PayCentre) - Lagos
February 2021 to March 2023

- (i) Open and Maintain accounts by recording account information.
- (ii) Resolve product or service problems by clarifying the customer's complaint.
- (iii) Determining the cause of the problem,Selecting and explaining the best solution to solve the problem,expediting correction or adjustment,following up to ensure resolution.
- (iv) Receiving Calls and Attending to customers complain and also proffering adequate solution.

Quality Assurance Manager

Bridge International - Lagos
December 2019 to October 2020

- Ensure schools are compliant with procedural requirements through processes of quality control and audit checklists of academy operations and management tools, materials and processes by:
- Paying visits to a set schools each day.
- Performing audits via the smartphone
- Reporting the information back to HQ.
- Provide valuable insights into critical operational issues based on school visit observations.

Loan Collection Officer

QuickCheck Loan - Lagos

April 2019 to September 2019

- I evaluate credit worthiness by processing loan applications and documentation within specified limits.
- Meet with loan applicants to identify their needs and collect information for loan applications.
- I ensure all loan requirements inclusive of charges are properly communicated to clients and all documentation duly completed, executed and submitted.
- I analyse active loan files on a regular basis and recommend solutions to speed up the loan process.
- I ensure all approved loan are disbursed timely.
- Loan Repayment Follow Up
- I ensure that customers who fail to make their payment on or before due date are being persuaded or enforced to pay up.

Transaction Service Officer

Guaranty Trust Bank - Lagos

June 2018 to February 2019

Intern)

- Σ Assisted in handling customers transactions to help make customers were well attended to and on time.
- Σ Liaised with customer service to make sure customers complaints were well treated.
- Σ Participated in monthly meetings to discuss monthly performances.
- Σ Spear headed the team of interns to make sure responsibilities were carried out
- Σ Processing orders, forms, application, and request
- Σ Communicating and Co-ordinating with colleagues as necessary

Education

BSc in Microbiology

Kwara State University - Malete, Kwara

August 2013 to June 2018

Senior Secondary in Examination

Soundhope Private Acadey - Lagos

2002 to 2008

Skills

- Interpersonal and team work ability.
- Fundamentals of health and safety in the workplace
- Excellent networking and customer service skills.
- (Allison online course)
- Daystar Leadership Academy (Basic Leadership course)
- Strong Analytical skills
- Federal competition and customer protection commission
- Community.

- Ms Office