

# MICHEAL ADEGBITE

---

## Customer Service Executive

Lagos Island, Lagos | +2347035413135 | mykeladebite@gmail.com

### CAREER SUMMARY:

---

Experienced and reliable customer service executive with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with customers. Fully committed to following organization's procedures and winning loyal customers.

### WORK EXPERIENCE:

---

#### **Outcess Solutions Nigeria Limited**

##### **Customer Service Executive | October, 2018 - Present**

- Ensure customer satisfaction and professional customer support.
- Managed a large number of incoming phone calls.
- Meet personal/team targets and call handling quotas.
- Possess a good knowledge of products and services so as to provide answers to customers' queries and resolve reported issues.
- Identify and resolve customer queries effectively and efficiently, whilst maintaining the acceptable service quality standard.
- Managed a team of junior colleagues as required.
- Provided feedback on the efficiency of the customer service processes.
- Use organization and time management tools to track cases and meet turn-around-times and other required metrics.

#### **Mackings Premier Limited**

##### **Administrative Executive | July, 2016 - August, 2018**

- Handled requests, feedback, and queries quickly and professionally.
- Develop and carry out an efficient documentation and filing system for both paper and electronic records.
- Monitor office supply level and reorder when appropriate.
- Handled meeting minutes; arranged meetings and appointments and provided reminders as needed.
- Maintained strong relationship with vendors and keep price data in order to get the best pricing on supplies and services.

#### **LASU, Works & Physical Planning Department**

##### **Site Project Supervisor (Intern) | May, 2014 - March, 2015**

- Supervised on-site workers and ensured they stick to project specifications and guidelines.
- Kept records of all information related to the project for clarification and presentation to the management.
- Maintained contact with all project stakeholders involved in the construction project.

## **RELEVANT CUSTOMER SERVICE ENGAGEMENT:**

---

**Multichoice Nigeria - Contact Center Outsourcing**

**Airtel Nigeria - KYC**

**Fairmoney - Contact Center Outsourcing**

## **EDUCATION:**

---

**2015 | Lagos State University; Bachelor of Technology - Project Management Technology**

**2021| Darden School of Business; Digital Product Management Fundamentals**

**2021| McAllen Williams Consulting; Project Management Professional Training (PMP )**

## **SKILLS:**

---

- Effective Listening
- Problem Solving and Troubleshooting
- Empathy
- Time Management
- Pressure Management
- Team Leadership
- Self control