**DESALU IFEOLUWA AYOTUNDE**

66, Kajola Road Ifako- Ijaiye, Lagos State.

**E-mail:** ifeoluwanidesalu@gmail.com

**Tel:** +2348133503184,+2347012149179

 **PERSONAL SUMMARY**

Experienced and reliable customer service professional with extensive experience providing support to business. Strong dedication to helping customers resolves 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.

**SKILL AND COMPETENCY**

* Sound knowledge of customer care in a call centre setting
* Exclusive knowledge of sales and relationship building process
* MS office suite
* Flexible, attention to detail and ability to learn quickly
* Strong ability to resolve customer complaints efficiently
* Exceptional oral and written communication ability
* Ability to handle multiple tasks and solve customer queries efficiently**ACADEMIC QUALIFICATION**

National Open University of Nigeria, Lagos.

***B.Sc Mass Communication.*** *2016*

Kambridge Comprehensive College, Ibadan. 2008

***West Africa Secondary School Certificate***.

I.D.C Erinkoja Obe Omi-Adio, ibadan.

**Primary School Certificate. 2001**

**ADDITIONAL QUALIFICATION**

Daystar Institute of Information Technology (DIIT) 2011

***Diploma in Desktop Publishing***

 **The Fundamentals of Digital Marketing Certification** 2020

**Jobberman Soft-Skills Training Certification**  2020

**WORK EXPERIENCE**

**OPAY- Credit Risk Analyst (Loan Officer)**

 **OPEBI,LAGOS. 2019 -April 2020**

**Duties/RESPONSIBILITIES**

**.** Make outbound calls to analyse customer's repayment ability

**.** Evaluate credit worthiness by processing loan applications and documentation within specific limits

. Minimise loan risk as much as possible

.Review authenticity and rationality of borrower's application

**Guaranty Trust bank -Customer Service(Digital and E-channels Operation Executive)**

**Iju,Lagos. 2019**

**Duties/Responsibilities**

* **Handling customers enquiries and request to ensure resolution to the status of their complaint**
* **Contributing to the profitability and growth of electronic channels by creating and maintaining services with the customer for meeting up daily transaction**
* **Assisting customers to have access to various e-channels services offered by the bank**

**Wedding Resource Hub- Front Desk Officer**

 Omole Phase 1 Lagos 2018

**Duties /Responsibilities**

* Attending to clients wedding relating to vendors and professional to exhibit an event.
* Packaging and planning of events for successful delivery.
* Making reservations and appointments for guests/clients.
* Answering of guests’ calls and recording requests, complaints and others observations for further follow-up and feedback.
* Overseeing setting-up, dismantling and removal of events and cleaning/clearing of avenue

**E-transport and Logistics I.T (SIWES) –Customer Service Officer**

Victoria Island, Lagos. 2015-2016

**Duties /Responsibilities**

* Attending to customers, taking records and sending feedback
* Communicating with customers through internet interface in terms of sending messages and other needed facilities so as to strengthen customer relationship
* Attending to customers, taking records and updating database for follow-up

**Tyde Hospitality & Event Services- Customer Service Officer**

Ikeja, Lagos. 2012-2013

**Duties /Responsibilities**

* Booking of events
* Client engagement and planning
* Customer relationship management
* Banqueting and other related functions

**PERSONAL DATA:**

* Gender: Female.
* Marital status: Single.
* State of origin: Ogun state.

**LANGUAGE PROFICIENCY**

English and Yoruba Language.

**HOBBIE**

Reading,Creativity,Learning and Meeting People.

**REFEREE**

Available on Request.