

ADEKUNLE OLUWATOSIN

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CUSTOMER SERVICE REPRESENTATIVE

PROFESSIONAL SUMMARY

Results-driven Customer Service Representative with experience providing customer support through phone, email, and chat channels. Proven ability to resolve customer concerns, maintain high satisfaction levels, and build lasting client relationships. Strong communication, problem-solving, and multitasking skills, with a track record of supporting sales initiatives and meeting performance targets in fast-paced environments.

KEY SKILLS

- Positive attitude
- Patience and empathy
- Emotional intelligence
- Customer retention
- Active listening
- Target driven mindset
- Persuasive communication
- Sales and Closing skills
- Objection handling
- Upselling and Cross- Selling Technique

PROFESSIONAL EXPERIENCES

CUSTOMER SUPPORT AGENT

February, 2025 - May, 2026

BOLT RIDE

- Worked as a customer support and sales-focused agent handling rider and driver inquiries via phone, chat, and email. Engaged customers by explaining services, resolving complaints, and promoting smooth usage of the platform.
- Handled high-volume calls, provided accurate ride information, and assisted users with trip issues such as fare concerns, cancellations, refunds, and account support. Used strong communication and persuasion skills to retain customers and encourage continued use of the platform.
- Built rapport quickly with customers, handled objections professionally, and ensured customer satisfaction while meeting performance targets. Worked with CRM tools to track interactions and ensure timely follow-ups.

CUSTOMER SALES REPRESENTATIVE

July, 2023 - January, 2025

LAPO MICROFINANCE

- Prospected, onboarded, and maintained relationships with individual and group clients to drive loan uptake and savings culture.
- Assessed loan applications, verified client eligibility, disbursed funds, and managed loan repayment schedules.
- Conducted credit analysis, monitored client repayment behavior, and minimized loan default through follow-ups and recovery strategies.
- Consistently met and exceeded monthly/quarterly sales and loan disbursement targets, contributing to branch revenue growth.

EDUCATION

University of Ilorin

September, 2013 - October, 2017

BSC. Mathematics

University of Ibadan

August, 2019 - August , 2023

MBA. operations