

ABIGAIL YEMITAN

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CAREER OBJECTIVE

Energetic and performance-driven customer service representative, sales, and marketing management professional, with excellent communication and interpersonal skills and the ability to respectfully interface with executives from various departments. I am seeking to apply my knowledge and skills to support the organization achieve its corporate objective and I'm confident in my learning capacity to quickly adapt to the company's culture.

EDUCATION

B.A. in English and Literary Studies (Second Class Upper) Oct 2018 – June 2022 Lead City University, Ibadan, Nigeria.

MBA Industrial Relations & Human Resource Management (In- view) Oct 2024 - Sept 2026 Covenant University, Ota, Ogun State.

WORK HISTORY

Supervisor Jan 2023 – Dec 2023 Delog Nigeria Limited, Lagos

Job Duties and Responsibilities

- Served as the first point of contact for customer complaints, actively listening to concerns and effectively resolving issues to their satisfaction.
- Created a culture of open communication and regular feedback, providing both individual and team-level insights to drive continuous improvement.
- Implemented a robust system for tracking and managing customer complaints, ensuring timely resolution, and minimizing disruption.
- Evaluating the performance of team members, objectively assessing strengths and areas for improvement.
- Crafted meticulous team schedules to optimize individual strengths and ensure all critical tasks were covered seamlessly.
- Spearheaded the effective flow of tasks and projects within the team, ensuring efficient completion and meeting deadlines.

Customer Service Representative July 2022 – Dec 2022 Coye Optical Services, Lagos

Job Duties and Responsibilities

- Answered incoming calls and emails, processed customer orders, and made outbound calls as needed.
 - Processed various types of optical product orders within the appropriate deadlines.
- Placed orders accurately into the designated ordering system.

- communicated and collaborated with internal departments ensure order timeliness.
Kept detailed records of all customer interactions and transactions.
- Assisted customers with order processing and general product knowledge.

Radio Presenter (intern) July 2021– Sept 2021 Lead Radio (103.6 FM)

Job Duties and Responsibilities

- Selected and introduced music, videos and other entertainment material for broadcast, and make commercial and public service announcements.
- Created and announced commercials and public service announcements.
Introduced and conducted interviewed guests during shows.
- Creatively developed programs for assigned belts to suit station-style
- Coordinated games, contests, or other on-air competitions, performing such duties as asking questions and awarding prizes.
- Conducted proper research and get background information in order to prepare adequately for programs or interviews.

CORE COMPETENCIES

HARD SKILLS

- ✓ Microsoft Word, Excel, and PowerPoint.
- ✓ Analytics and Reporting
- ✓ Proficiency in customer relationship management (CRM) software
- ✓ Project Management
- ✓ Content Creation

SOFT SKILLS

- ✓ Excellent written and oral communication skills with the ability to convey information clearly and effectively
- ✓ Conflict Resolution
- ✓ Excellent Presenting Skills
- ✓ Ability to Sustain Performance Under Pressure & Change, Particularly Under Pressure of Deadlines & Changing Priorities
- ✓ Strong Research Skills & Storytelling Ability
- ✓ Empathy and Customer Focus
- ✓ Teamwork and Collaboration
- ✓ Adaptability and Flexibility
- ✓ Critical Thinking and Problem-solving
- ✓ Time Management and Organization

TRAINING

Microsoft Office and Data Analytics Training (Lead-Leap Consulting)

H O B B I E S

Reading, Research, Writing, Storytelling, Current Affairs, Volunteering, Travelling, Meeting People etc.

R E F E R E N C E S

Available on Request