

ADEMOLA DAMILOLA STELLA

ademoladammy0@gmail.com|09135033788|Lagos,Nigeria

PROFESSIONAL SUMMARY

A resourceful and proactive Psychology graduate with proven experience across customer service,business operations,and team support.Skilled at managing client inquiries,resolving service and billing issues,and delivering excellent user experiences while also handling business processes such as operations coordination, inventory management,and documentation.Brings strong problem-solving,communication,and multitasking abilities with a track record of supporting both customers and organizational goals.

WORK EXPERIENCE

Founder & Business Manager, Spunky Soles-Lagos,Nigeria - March 2020-Present

- Founded and managed a unisex handmade slippers/sandals brand overseeing design,production,sales,and marketing.
- Built a customer base of over 50 repeat buyers by improving after sales support and personalized service.
- Improved inventory tracking efficiency,reducing stockouts and delays by 25%
- Utilized customer feedback and market trends to improve product quality and brand visibility.
- Developed pricing and sales strategies that boosted monthly revenue consistency

Customer Service Representative, Edges and Curves Interiors - May 2024-June 2025

- Maintained 85% client satisfaction by coordinating timely service delivery with the design team
- Reduced missed appointments by 20% through improved scheduling and follow up.
- Resolved service inquiries promptly, leading to stronger customer trust and retention.
- Managed client records to ensure seamless communication across departments.

Business Assistant, 1738 Grills-Lagos,Nigeria - June 2020-Oct 2020

- Enhanced sales accuracy by keeping detailed sales and accounting logs.
- Assisted with customer interactions,contributing to a 15% increase in repeat orders.
- Supported operations,ensuring smooth daily activities with minimal downtime.

Logistics/Operations Assistant, Rainsome Logistics Ltd - June 2020-Oct 2020

- Ensured 90% on-time deliveries by coordinating dispatch operations effectively.
- Improved customer satisfaction by resolving delivery issues within 24hours.
- Maintained accurate delivery records,boosting team accountability.
- Supported real-time logistics problem-solving,reducing escalation cases by 30%.

SKILLS

- | | |
|--|--|
| • Customer service & Relationship Management | • Microsoft Office Suite(Excel,Word,Power Point) |
| • Critical Thinking & problem solving | • Time Management & Multitasking |
| • Communication skills & research skills | • Business Operations & Logistics Support |
| | • Analytical & Improvement skills |

EDUCATION

Olabisi Onabanjo University,Ago-Iwoye,Ogun State

Bachelor of Science PSYCHOLOGY (HONS) - 2019-2024