

ADESANYA MUFTIAT OLUWATOSIN

Customer Service | Sales | Business Development | Business Administration
Lagos, Nigeria | adesanyaoluwatosin68@gmail.com | 0913 496 0110 | 0903 300 5916

PROFESSIONAL SUMMARY

Customer-focused Business Administration graduate from Lagos State University with 5+ years of hands-on experience in customer service, sales, and client relations through a fashion retail and importation business. Proven ability to handle customer inquiries, resolve complaints, and deliver excellent service that drives customer retention and satisfaction. Holds a Diploma in Business Administration - Second Class Upper. Skilled in communication, problem-solving, MS Office, and CRM. Seeking the Customer Service Representative role at Hinge Global Consulting Firm to provide exceptional support to clients and contribute to team success.

EDUCATION

Bachelor of Science, Business Administration

Lagos State University, Ojo, Lagos
Class of 2026 | Certificate Pending Collection

Diploma, Business Administration - Second Class Upper

Lagos State University, Ojo, Lagos
2023

WORK EXPERIENCE

Founder & CEO | Fashion Retail & Importation Business

Lagos, Nigeria | 2021 – Present

- Provided excellent customer support to 200+ walk-in and online clients, handling inquiries, complaints, and feedback professionally
- Achieved high customer satisfaction and retention through active listening, empathy, and prompt issue resolution
- Processed orders, managed inventory, and coordinated order fulfillment from concept to delivery
- Built strong client relationships through clear communication, follow-ups, and excellent service delivery
- Trained and supervised staff on customer service standards and sales techniques

Fashion Designer & Entrepreneur

Lagos, Nigeria | 2021 – Present

- Consulted with individual and corporate clients to understand needs and deliver tailored solutions
- Managed client communication via phone, WhatsApp, and in-person meetings

Baker & Small Business Owner

Lagos, Nigeria | 2021 – Present

- Handled customer orders, inquiries, and after-sales service to maintain product quality and satisfaction

CORE SKILLS

Customer Service & Support | Client Relationship Management | Complaint Resolution | Sales & Negotiation | Communication | Lead Generation | Inventory Management | MS Office | Social Media Marketing | Team Collaboration

KEY STRENGTHS

Empathetic | Professional | Goal-Oriented | Problem Solver | Adaptable | Fast Learner | Available for Full-time

REFERENCES

Available upon request