

ADEYEMI ADEBUKOLA RUTH

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CAREER OBJECTIVES

As a customer support i help business deliver top-notch Customer experience. I provide personalised support and drive Customer satisfaction.
Resolving customer issues quickly and effectively, reducing resolution rate and other key performance indicators.

SKILLS

Core Skills

- Communication skill
- Problem solving skill
- Adaptability
- Customer Relationship Management
- Activate Listening
- Critical thinking
- Patience
- Attention to details.
- Very fast learner

COMPUTER SKILLS

- Proficiency in customer Relationship management (CRM)
- Basic data entry and management skills.
- Ability to use chat and messaging platform for customers communication.

EDUCATION

- | | | |
|------------------------------|------|------|
| • Moshood Abiola polytechnic | 2018 | |
| • Moshood Abiola polytechnic | | 2014 |
| • Maree Marvellous school | | 2011 |

CERTIFICATE

- Executive -level administrative support
- Higher National Diploma (HND)
- National Diploma (ND)
- Virtual Assistant certificate
- Senior School Certificate

WORK EXPERIENCE

VENDORSTACK

2023 till date.

CUSTOMER SUPPORT SPECIALIST

- Responding to customers inquiries via phone,email or chat.
- Resolving customer complaints and issues in a timely manner.
- Providing Product or service information to customers.
- Analysing customer feedback to identify trends and areas for improvement.

Easy Access company

2021-2022

Customers Relationship Manager

- Managed time efficiently in order to complete all tasks and deadlines .
- Maintain record of all sales leads and customers accounts with accurate date
- Educate customer on how product and services can benefit them
- Entering data into spreadsheet.

Unique store

Customer Service

2014-2019

Customer Service

- Attend to customers complaints and provide prompt and lasting solutions
- Trouble shooting problem.
- Follow up with customers to ensure satisfaction.
- Offering detailed information about products or services including features and Benefits.

REFERENCES

References are available on request.