

ABUBAKAR YUSUF

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Location: Agege, Lagos

Professional Summary

Customer-focused professional with hands-on experience in customer service, communication, administration and record management. Currently serving as a Customer Service Representative at Avetium Outsourcing Limited, with proven ability to handle enquiries, resolve customer concerns, maintain accurate records and deliver professional support in fast-paced environments.

Core Competencies

Customer Service • Inbound & Outbound Calls • Complaint Resolution • CRM/Data Entry • Microsoft Office • Active Listening • Communication • Time Management • Teamwork • Attention to Detail

Professional Experience

Customer Service Representative | Avetium Outsourcing Limited (Current)

- Handle customer enquiries and provide clear, courteous and timely assistance.
- Resolve customer complaints and issues professionally while maintaining a positive customer experience.
- Maintain accurate customer information, records and service documentation.
- Communicate effectively with customers and internal teams in a fast-paced outsourcing environment.

Classroom Teacher | Palofex Nursery & Primary School (2020–2022)

- Served as the first point of contact for parents and visitors, responding to enquiries professionally in person and by phone.
- Maintained confidential records and prepared reports accurately.
- Resolved concerns promptly while building positive relationships.
- Managed multiple enquiries in a fast-paced environment.

Presiding Officer | Agege Local Government Elections (2025)

- Assisted members of the public by providing clear information and guidance.
- Verified records and completed official documentation accurately.
- Worked effectively under pressure while maintaining professionalism and confidentiality.

Education

B.Sc. Computer Management and Maintenance (Statement of Result), ESAE University (2023)

SSCE, Command Secondary School (2014)

FSLC, Apex International School (2008)

Technical Skills

Microsoft Word, Basic Excel, Internet & Email, Data Entry, Office Documentation

Career Objective

To build a successful career in customer service by applying my communication, problem-solving, administrative and customer relationship skills to deliver excellent service, resolve customer needs efficiently and contribute to the growth and success of a reputable organization.