

ADENIYI OLUWABUKUNMI

Agege, Lagos State, Nigeria
☐ 0707 512 593
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PROFESSIONAL SUMMARY

Customer-focused and reliable Customer Service Representative with over two years of experience delivering excellent customer support and resolving customer concerns. Skilled in WhatsApp, Instagram, Microsoft Word, Microsoft Excel, typing, and digital communication. Currently studying B.Sc. Mass Communication at the National Open University of Nigeria (NOUN).

CORE COMPETENCIES

- Customer Service & Support
- Complaint Resolution
- Microsoft Word & Excel
- WhatsApp & Instagram Support
- Fast Typing
- Excellent Communication
- Problem Solving
- Time Management

PROFESSIONAL EXPERIENCE

Customer Service Representative – MultiChoice Nigeria
Duration: Over 2 Years

- Responded promptly to customer inquiries.
- Resolved complaints professionally.
- Maintained accurate customer records.
- Escalated complex issues appropriately.
- Worked collaboratively to achieve customer satisfaction.

EDUCATION

National Open University of Nigeria (NOUN)
B.Sc. Mass Communication (Currently Studying)

LANGUAGES

English (Fluent)
Yoruba (Native)

REFERENCES

Available upon request.