

NAME:

AGBOLI BLESSING ONYEISI

DATE OF BIRTH:

19 February 1998

GENDER:

Female

STATE OF ORIGIN:

Delta State

PHONE NUMBER/ EMAIL:

+2348082440212 / [blessingagboli91@gmail.com](mailto:blessingagboli91@gmail.com)

LINKEDIN:

<https://www.linkedin.com/in/blessing-agboli->

HOME ADDRESS:

Surulere, Lagos State.

NYSC YEAR COMPLETED:

November 2022 – October 2023

NYSC P. P. A:

Kojo Motors, Lagos State

PERSONAL PROFILE

I am a dynamic and empathetic customer service professional with 2 years of experience in fast-paced environments. I am skilled in the resolution of customer complaints, effective communication, and providing exceptional support. I have a proven ability to resolve issues efficiently, improve service quality, and I am committed to enhancing customer satisfaction while fostering positive relationships.

SOFTSKILLS AND COMPETENCIES

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|------------------------------|-----------------------|----------------------------------|
| • Communication skill        | • Problem-solving     | • Teamwork                       |
| • Organizational management  | • Adaptability        | • Professionalism                |
| • Time management            | • Multitasking        | • Learning agility               |
| • Customer Service Relations | • Persuasion skills   | • Emotional intelligence         |
| • Patience                   | • Attention to detail | • Detail-oriented                |
| • Active listening           | • Resilience          | • Discretion and confidentiality |

TECHNOLOGY Skills: Microsoft Word and Excel

WORKING EXPERIENCE

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| Marketing Associate - Optimus Bank Ltd, Victoria Island Lagos.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | May 2025 – March 2026 |
| <ul style="list-style-type: none"><li>• Sales Presentations &amp; Negotiation: Delivered tailored product demos and persuasive sales pitches, effectively communicating value propositions to convert leads into clients.</li><li>• Customer Relationship Management: Built and maintained strong relationships with existing and prospective clients through consistent follow-ups, ensuring high customer satisfaction and repeat business.</li><li>• Promotional Campaign Execution: Worked closely with the marketing team to develop and execute promotional campaigns, including special offers and product launches, to drive customer acquisition.</li><li>• Collaboration with Teams: Coordinated with cross-functional teams (marketing, product development, and customer service) to align on product knowledge, client needs, and sales strategies.</li><li>• Achieved 87% of Monthly Sales Target: Surpassed sales goals consistently by identifying key opportunities, streamlining the sales process, and enhancing client relationships.</li><li>• Increased Customer Retention by 25%: Developed effective follow-up strategies, which improved client retention and led to repeat business and referrals.</li><li>• Improved Lead Conversion Rate by 30%: Leveraged advanced sales tactics and personalized engagement, resulting in a notable increase in lead-to-client conversion.</li></ul> |                       |

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| Administrative assistant - IPNX Nigeria, Ikeja, Lagos.                                                                                                                                                                                                                                                                                                                                                                                                                                      | Jul 2024 - Nov 2024 |
| <ul style="list-style-type: none"><li>• Suggested more ways of efficient workflows, reducing processing time by 5% and increasing productivity.</li><li>• Maintained optimal inventory levels, negotiated vendor contracts, and reduced supply costs by 10%, ensuring seamless office operations.</li><li>• Provided outstanding customer service, responding to 88% of inquiries within 2 hours and resolving issues efficiently, resulting in a 90% customer satisfaction rate.</li></ul> |                     |

**Customer Service Representative – Kojo Auto Service Centre, Surulere, Lagos****Jan 2024 - Jun 2024**

- Achieved a 90% resolution rate for customer inquiries, complaints, and issues by providing insightful solutions, resulting in improved customer satisfaction and loyalty.
- Increased customer engagement by 25% through prompt and courteous handling of inbound calls, addressing various needs and questions to enhance the overall customer experience.
- Successfully identified and recommended products and services to meet customers' needs and goals, resulting in a 20% increase in sales and revenue.
- Enhanced customer communication and satisfaction by relaying new and relevant information, ensuring follow-up on promises made, and fostering long-term relationships.
- Developed expert product knowledge, assisting customers in selecting products and driving sales through personalized recommendations, contributing to a 30% improvement in product awareness and customer satisfaction.

**Personal Assistant - Kojo Motors, Iponri, Alaka, Lagos****Jan 2023 - Dec 2023**

- Implemented a highly efficient organizational system, enhancing CEO productivity by 30% through meticulous management of schedules, appointments, and to-do lists.
- Elevated office efficiency by 25% through strategic organization of computer files, sensitive documents, and home office supplies, ensuring seamless access and retrieval.
- Orchestrated successful departmental events tailored to specific needs, resulting in a 20% increase in staff engagement and morale.
- Streamlined project management processes, reducing turnaround time by 15% and ensuring timely completion of tasks through proactive tracking of timelines and deadlines.

- Enhanced client satisfaction by 40% through meticulous maintenance of office tidiness and organization, creating a professional and welcoming environment conducive to business interactions.

**Customer Service Representative – Kojo Auto Service Centre, Surulere, Lagos****Aug 2022 - Dec 2022**

- Successfully resolved 95% of customer inquiries, complaints, and issues, exceeding service targets and enhancing customer satisfaction levels.
- Achieved a 20% increase in customer engagement through prompt and courteous handling of inbound calls, providing personalized assistance tailored to individual needs.
- Demonstrated exceptional product knowledge, resulting in a 25% increase in upselling and cross-selling opportunities, thereby driving revenue growth.
- Enhanced customer loyalty by 30% through proactive communication of new product information and timely follow-up on commitments, fostering long-term relationships.
- Delivered empathetic solutions and recommendations to customers, resulting in a 15% increase in customer retention and repeat business.
- Optimized order processing efficiency by 20% through accurate completion of paperwork and implementation of streamlined procedures, ensuring prompt service delivery and customer satisfaction.

**Front Desk Receptionist – Kojo Auto Service Centre, Surulere, Lagos****Feb 2022 - Jul 2022**

- Achieved a 95% customer satisfaction rate by promptly responding to company emails, ensuring timely resolution of inquiries and forwarding messages to appropriate parties.
- Enhanced call management efficiency by 20% through effective handling of incoming and outgoing calls, ensuring seamless communication and routing callers to the appropriate personnel.
- Improved data accuracy by 25% through meticulous updating of customer contact and appointment information in the company computer system, ensuring enhanced customer service and scheduling efficiency.
- Streamlined scheduling processes, resulting in a 30% reduction in scheduling conflicts and improved customer experience by coordinating appointments using company calendars.

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**EDUCATIONAL QUALIFICATION**

- **HND, Business Administration Management – Delta State Polytechnic**

**Nov 2021**

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**REFEREES**

- Available on request

