

AYOMIDE BELLO

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CAREER OBJECTIVE

I am a people operations professional transitioning from customer service into Human Resources, with proven experience in recruitment, onboarding, team supervision, and HR administration. I have improved employee retention, supported high-volume hiring, and enhanced employee experience. I am currently advancing my expertise through CIPM certification.

EDUCATIONAL BACKGROUND

University of Lagos, Akoka, Lagos State
2018

2014 –

B.A. Theatre Arts

Towergate Private School, Ipaja, Lagos State
2014

2008 –

Senior Secondary Certificate Examination

WORK EXPERIENCE

Trionlife International Limited
December 2025

July 2025 -

Sales Representative Team Lead & HR Support

- Supervised, trained, and coached a team of 15 Sales Representatives to achieve service quality and productivity targets
- Led recruitment, shortlisting, interviewing, and onboarding of sales team members
- Set, monitored, and evaluated KPIs; ensured accurate commission calculation and payment
- Managed daily customer service operations across phone, WhatsApp, and email channels
- Achieved 70% increase in customer retention through improved service delivery and follow-up
- Increased revenue by 60% through strategic upselling and cross-selling initiatives

Fastest cakes.com Limited, Ikeja, Lagos

Customer service representative Team lead & HR Support

April 2024 - April 2025

Customer Service:

- Managed 80–120 customer orders daily across multiple channels
- Maintained 95%+ issue resolution rate and 90%+ customer satisfaction
- Collaborated with logistics team to coordinate 200+ daily deliveries
- Upsold products to 30% of customers

HR Support:

I recruited and selected over 100 candidates for roles such as bakers, drivers, decorators, cleaners, and admin staff.

- I helped onboard over 80 new hires, guided them through company policies, and ensured a smooth integration process.

- I managed over 170 employee records, processed HR documentation, created shift rosters, and supported payroll and benefit administration.

- I also played an active role in resolving staff grievances and maintaining a positive work environment through clear communication and structured HR practices.

Paycom Nigeria, Allen, Lagos

Customer Service Representative
2023

April - June

- I responded to over 50 customers inquiries via phone calls regarding financial products and services
- I attended to walk-in customers regarding transaction issues
- I provided technical support and troubleshooting assistance for user applications
- Enlightened customers on services regarding transfers, withdrawals and deposits, ensuring accuracy and compliance with regulatory requirements
- Addressed customer complaints and concerns promptly, striving to achieve a resolution that meets their needs and maintains satisfaction
- Collaborated with cross-functional teams to identify opportunities for process improvement
- Document customer interactions and feedback in the CRM system

Addys Diabetes Health Store, Ipaja, Lagos

Customer Service Representative

August 2023 - May

2024

- I provided assistance and guidance to patients regarding their diabetes reversal.
- I managed appointments for consultations, check-ups, and educational sessions related to diabetes care.
- I gathered feedback from patients about their experience with the health store services, and conveying this information to the management for continuous improvement.

National Youth Service Corps, Abuja

Government Secondary School, Apo

Subject Teacher (Civic Education)

2019 – 2020

- Managed the activities of the students via proper register and attendance
- Prepared lesson notes outline and plans in assigned subject area
- Prepared the students for both internal and external examination

Peoples Television, Apo, Abuja

Front Desk Manager

2019 - 2021

- Managed front desk operations, including answering incoming calls, greeting visitors, and directing inquiries to the appropriate departments.
- Coordinated scheduling for studio tours, guest appearances, and meetings, ensuring smooth and efficient execution.
- Maintained visitor logs, managed access control systems and ensured compliance with security protocols
- Assigned with administrative tasks, such as sorting mail, ordering office supplies.

CERTIFICATION

Exford Global Training Center

Customer Service Relationship Management

Chartered Institute of Personnel Management (CIPM) – In View

PERSONAL SKILLS AND COMPETENCES

- Recruitment & Talent Acquisition
- Employee Onboarding & Orientation
- HR Administration & Documentation, HRIS / Record Management
- Employee Relations & Conflict Resolution
- Payroll Support & Benefits Administration
- Performance Management & KPI Tracking

