

IYANUOLUWAPO BANKOLE

Lagos, Nigeria| Phone: 09164173009

Email: deborahiyanu58@gmail.com

OBJECTIVE

Dedicated and personable professional seeking an entry-level Customer Service Representative position to utilize strong communication skills, problem-solving abilities, and a passion for helping customers, while contributing to a positive team environment.

SKILLS

- Effective Communication
- Social Media Management
- Interpersonal Skills| Customer Experience| Negotiation Skills
- Content Writing
- Community Management

TOOLS

- Microsoft Office
- Canva
- Capcut
- Google Spreadsheet
- Google Drive| Google Form

EDUCATION/TRAINING

Social Media Management Training
B.A English, Ajayi Crowther University

2025
2019-2023

WORK EXPERIENCE

El-Charis Logistics, Ikeja, Lagos

May 2025–July 2025

Customer Service Representative

Responsibilities

- Coordinated shipment schedules and ensured timely delivery of goods to clients.
- Assisted customers with inquiries, order tracking, and issue resolution.
- Maintained booking and accurate records of deliveries, returns, and inventory.
- Communicated with drivers, suppliers, and customers to ensure smooth operations.
- Processed customer orders and updated tracking information in company systems.

Nupat Technologies LTD, Yaba Lagos

Nov 2023 – March 2024

Customer Experience/ Social Media Manger

Responsibilities

- Implemented strategies that propelled Instagram followers from 8414 to 9787 and increased engagement across all platforms.
- Conducted thorough market analysis and monitored sales metrics for effective decision-making.

- Created content calendars and content strategy.
- Curated about 80% of written content for graphic designs.
- Filmed and edited 90% of video content for major platforms including Facebook, Instagram, Twitter, LinkedIn, and TikTok from December 2023.
- Assisted in creating ads, boosting content, and analyzing strategies for an 80% improvement in marketing goals.

Jiji CARS45

August 2025 - till date.

- Customer successor

Creative Thinking

- Effective communication
- Problem-solving skill
- Interpersonal skill
- Content Writing
- Community Management
- Strategy
- Branding43

REFERENCE

Reference available upon request