

EMMANUEL OLUWASEUN, OLAWUNI

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SUMMARY:

A dedicated Applied Biology graduate with hands-on experience in Customer Relationship Management and Digital marketing. Currently serving as a customer service executive in the African bank of first choice; FirstBank. Having served as a Center Manager in City Sports Group, VI, Lagos, ensured the meticulous implementation of feedback, complaints, and inquiry being an intermediary between clients and the organization. Showcased a blend of academic achievement and real-world experience, primed for roles requiring analytical acumen and people managerial skills.

EMPLOYMENT RECORD:

Customer Service Consultant

2022 till date

First Bank Nigeria Limited, Iganmu, Lagos

Responsibilities and Achievements:

- . Resolving customers' complaints while identifying problems and taking appropriate corrective action, increasing client retention ratio significantly.
- . Exceeded the retail operations sales target by 100% by providing proactive and effective customer service.
- . Increased customer base by 45% during the year 2023 by responding swiftly to their concerns
- . Trained more than 45 new consultants onboarding.
- . Managing customers' inquiries and complaints, reducing customers' complaints by 35% through escalated grievance resolution procedure.
- . Enlightening customers on financial decisions and implications.
- . Implementing sales and marketing strategies via upselling and cross-selling of the bank's products and services.
- . Explicitly responded to 100+ customer calls per day and handled mail interactions to meet desired results.
- . Responding to customer emails, chats, and inquiries.
- . Write reports on campaigns and manuals on the Dos and Don'ts of customer service.

Center Manager

2020 - 2022

City Sports Group, Victoria Island, Lagos.**Responsibilities and Achievements:**

- . Identified customer's needs, clarified and provided solutions.
- . Parent relationship management, feedback process, reports, and process improvement.
- . Ensured customer retention through a professional approach to handling complaints.
- . Met set targets and exceeded customer expectations and experience.
- . First contact resolution.
- . Implemented Internal control measures.
- . Assigned and escalated customer complaints and feedback accordingly.

English Teacher – NYSC

2019 - 2020

Government University Secondary School, Basirka, Jigawa State.**Responsibilities and Achievements:**

- . Drastically increased the pass rate of SS1 students from 40 percent to 83 percent in English.
- . Note preparation, content development, lesson delivery, and continuous assessment.
- . Extra curricula activities, record management, socials, student counseling, and discipline.

EDUCATIONAL BACKGROUND:

Chartered Institute of Customer Relationship Management.

2020

Digital marketing and Customer Relationship Management (PGD)

Federal University of Technology, Akure (FUTA) Ondo State.

2018

B. Tech Hons in Applied Biology.

Baptist High School, Obanikoro, Lagos State.

2011

Senior Secondary School Certificate Examination

Stephen Glorious Nursery & Primary School

2005

First School Leaving Certificate.

SKILLS

- . Excellent evaluation skills, proactive and a good team player.
- . Ability to work on Microsoft office(word and excel).
- . Ability to work effectively with little or no supervision.
- . Very good at leadership, communication, interpersonal and MS office suite skills.
- . Open-minded and highly adaptable to new innovation.
- . Proficient in English and Yoruba, understands a little of Hausa and French.
- . Relentlessness and thirst to enhance my technical knowledge and skills.
- . Ability to develop creative concepts, proffer solutions, pay attention to details and critical thinking.

POSITION(S) HELD:

Project Director , Rotaract Club of Ikate, District 9110.	2022
President , National Association of Biology Students, FUTA chapter.	2016
Treasurer , National Association of Biology Students. FUTA chapter.	2015

VOLUNTARY CLUBS:

- . Rotary Club
- . Swiss-Nigerian Climate Innovation.
- . Sharper foundation

INTEREST:

Meeting people, Reading Motivational Books, Travelling.

REFEREES: Available on Request