

GIWA KAFILAT KOFOWOROLA

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ADDRESS: Lagos, Nigeria

PROFESSIONAL SUMMARY

Motivated and customer-focused Mass Communication graduate with experience in customer support and service. Skilled in communicating effectively with customers, handling enquiries, resolving complaints, and maintaining positive customer relationships. Reliable, patient, and committed to providing excellent customer service.

WORK EXPERIENCE

Mr Feez store —Sales Manager

2024-2025

- Assited in managing daily /monthly sales review
- Daily Sales Report
- Attended to customer request and provides solution

Citiserive Limited — Customer Support

2020 – 2023

- Attended to customers' enquiries and requests professionally.
- Assisted customers with issues and provided appropriate solutions.
- Maintained positive relationships with customers.
- Communicated clearly and respectfully with customers.
- Handled customer complaints and worked toward satisfactory resolutions.
- Supported day-to-day customer service operations.

Home Touch Restaurants

2018-2019

- Assisted customers and responded to their needs.
- Provided friendly and professional customer service.
- Supported daily operations and maintained good customer relationships.

EDUCATION

Gateway Polytechnic, Saapade

Mass Communication

Graduate — 2023

SKILLS

- Customer Relationship Management
- Customer Service
- Communication Skills
- Complaint Resolution
- Problem Solving
- Teamwork
- Interpersonal Skills
- Time Management

REFERENCES
Giwa Yusuf

08033962760