

# JAMES BLESSING OLAMIDE

Abule Egba, Lagos | 08159499024 | [adeleyeolamide15@gmail.com](mailto:adeleyeolamide15@gmail.com)

## PROFESSIONAL SUMMARY

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Customer Service and Front Desk Professional with experience in customer support, hospitality, retail sales, and order coordination. Skilled in managing multichannel enquiries, handling reservations and payments, and resolving customer concerns. Experienced in consultative selling, upselling, cross-selling, and customer follow-ups to support customer satisfaction and retention. Demonstrates attention to detail through inventory management, sales reconciliation, and accurate record-keeping. Adept at multitasking, collaborating with teams, and communicating professionally with diverse customers. Currently developing customer support technology skills through Zendesk training and building foundational knowledge of Microsoft Excel.

## CORE COMPETENCIES

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Customer Service & Multichannel Support • Communication, Empathy & Complaint Resolution • Customer Retention & Follow-up • Consultative Selling, Upselling & Cross-selling • Reservations, Payment Processing & Sales Reconciliation • Inventory & Record-Keeping • Teamwork, Problem-solving & Multitasking

## PROFESSIONAL EXPERIENCE

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### Customer Service Representative

Mattress.ng

October 2024 – January 2025

- Managed approximately 21–40 daily customer enquiries across WhatsApp, Instagram, Facebook, and the company website, providing product information, checking delivery availability, and assisting with purchases.
- Used consultative selling, upselling, and cross-selling by recommending mattresses based on customers' comfort needs, preferences, and budgets, and suggesting suitable bed frames, bed bases, and décor products.
- Followed up with prospective customers and coordinated with delivery teams serving approximately 16 Nigerian states, sharing order updates and collecting customer feedback.
- Counted available products and recorded incoming stock; accurate inventory records supported availability checks and restocking decisions.
- Escalated recurring complaints about a newly introduced mattress brand to management, contributing to discussions with the manufacturer and interim options for affected customers.

### Receptionist

Willops Hotel & Suites

September 2022 – November 2023

- Welcomed new and returning guests, answered enquiries, and provided professional assistance to support a positive guest experience.
- Managed room reservations and allocations, coordinated group bookings for wedding guests, and communicated room availability to guests requesting extensions.
- Recorded check-in and check-out details, verified identification documents, and collected or confirmed payments through POS transactions or supervisor verification.
- Responded to guest complaints with practical solutions, including providing a spare fan or arranging a room change, and escalated unresolved issues to the supervisor.
- Coordinated with kitchen and bar staff on guest orders and communicated facility issues, including power interruptions and air-conditioning faults, to manage expectations.

### Waitress

Matrix Lounge & Bar

February 2022 – August 2022

- Welcomed customers, attended to their needs, and served drinks while maintaining a courteous and professional experience.
- Managed multiple tables as the sole waitress on duty, recording orders, prioritising requests, and coordinating with kitchen staff to minimize delays.
- Maintained cleanliness and hygiene by checking drinking glasses and clearing and sanitising tables for incoming customers.
- Collected customer payments, confirmed transactions, and prepared end-of-day sales accounts documenting sales and payments handled during the shift.
- Recommended suitable alternative drinks when customers' preferred options were unavailable, helping maintain satisfaction and support sales.

**Sales Representative**

Lady J Wholesale Store

January 2019 – October 2019

- Promoted and sold the company's available soft drinks, responding to customer preferences and explaining alternatives when requested brands were unavailable.
- Addressed price concerns by offering approved discounts and suitable purchasing options to encourage sales.
- Improved customer convenience by offering available chilled drinks and helping customers find carriers to arrange doorstep delivery.
- Built positive customer relationships through courteous communication and responsive service to encourage repeat purchases.
- Supported purchase decisions by understanding customer preferences, addressing objections, and identifying practical options within the available product range.

**EDUCATION**

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**Federal Polytechnic Ilaro**

Higher National Diploma (HND), Insurance | 2025

**CERTIFICATIONS & PROFESSIONAL TRAINING**

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- Jobberman — Soft Skills Training | 2022
- Simplilearn — Introduction to MS Excel | 2024
- Wave Academy — Wave X Zendesk Customer Service Training | 2026 (In Progress)
- Zendesk — Omnichannel Agent Certification | 2026 (In Progress)