

KEHINDE ELIJAH ADEBIYI

CUSTOMER SERVICE REPRESENTATIVE

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PROFESSIONAL SUMMARY

Customer-focused service professional with 8+ years of experience resolving customer inquiries, managing accounts, and delivering support across logistics, retail, and e-commerce environments. Proven record of improving customer satisfaction, resolving conflicts efficiently, and maintaining service quality under high-volume conditions. Strong communicator with a track record of training teams, using CRM and tracking systems, and turning service data into action to improve response times and customer retention.

PROFESSIONAL EXPERIENCE

Vourswage Limited

Customer Service Team Lead (Omnibiz 3PL Partner)

Surulere, Lagos, Nigeria

Aug 2022 – Present

- Serve as primary point of contact for customer inquiries across air, land, and sea shipments, resolving service issues and improving on-time delivery communication by 30%.
- Lead a customer service team handling order tracking, complaint resolution, and delivery status updates, reducing customer wait times and cutting service costs by 25%.
- Introduced automated tracking and order-status tools that improved response accuracy and cut customer complaints related to order errors.
- Boosted customer-facing service visibility by 50% by rolling out real-time shipment tracking, keeping customers informed and reducing inbound status inquiries.
- Maintained 100% compliance with service and regulatory standards, ensuring every customer interaction met quality and audit requirements.

Jumia Agungi Hub

Assistant Hub Director - Customer Experience

Lagos, Nigeria

Feb 2022 – Aug 2022

- Improved customer satisfaction scores by 20% by implementing proactive service strategies and building a customer-first culture across the hub.
- Resolved 95% of customer and delivery-partner conflicts through active listening, empathy, and strategic communication, ensuring smooth service delivery.
- Increased operational responsiveness by 15% by introducing data-driven service workflows and holding the team accountable to customer-service KPIs.
- Trained and mentored customer-facing staff, driving a 30% improvement in service quality, team productivity, and staff retention.

Platinum Express Nigeria

Customer Support & Operations Staff

Lagos, Nigeria

May 2021 – Feb 2022

- Handled customer order and inventory inquiries, improving accuracy of order information communicated to customers by 25%.
- Streamlined customer request handling and complaint resolution workflow, improving efficiency by 20% and reducing turnaround times.
- Proactively identified and resolved service issues before they impacted customers, cutting service-related risks by 15%.
- Ensured 100% compliance with company policies and quality standards during customer-facing audits.

- Built and maintained strong customer relationships that grew sales revenue by 30% through consistent follow-up and needs-based service.
- Trained and mentored a customer-facing sales team, improving customer interaction quality and team performance by 25%.
- Streamlined customer inquiry and order handling processes, improving service efficiency by 20% through better time management and data-driven decisions.

CORE SKILLS

Customer Service & Support • Conflict Resolution • Complaint Handling • CRM & Order Tracking Systems • Active Listening & Empathy • Team Training & Leadership • Multichannel Communication • Problem Solving • Data-Driven Service Improvement • Regulatory Compliance

EDUCATION

B.Sc. Mass Communication

National Open University of Nigeria, Victoria Island, Lagos, Nigeria | 2021– 2025