

MUHAMMED USMAN PRINCE

CUSTOMER SERVICE REPRESENTATIVE

✉ olumideprince02@gmail.com ☎ 08084425312 📍 Lagos, Nigeria. 🇳🇬 Nigerian 🏹 Male

Profile

Motivated and creative professional with a passion of innovation and growth. Proven ability to adapt and thrive in diverse environments, driving success through dedication and a can-do attitude. Eager to contribute and learn in a dynamic team.

Professional Experience

Customer service representative, ScentsByGloria 02/2025 – 06/2026
Lagos, Nigeria

- Attending to customer enquiries via phone, social Media, emails and in person.
- Provide accurate information on products services pricing and services timeline.
- Follow up with customers before and after service delivery to ensure satisfaction.
- Document customer concerns and escalate unresolved issues to the operation manager.
- Maintain professional communication and ensure is seamless customer experience

Electrical engineer(IT INTERN), 02/2022 – 02/2023
OGUN STATE PROPERTY AND INVESTMENT CORPORATION Abeokuta, Nigeria

- Installed electrical systems for 15+ residential clients, ensuring compliance with Nigerian electrical codes
- Troubleshoot and repaired faulty wiring issues in 10+ commercial buildings, reducing power outages 20%.
- Diagnosed and fixed electrical faults in 20+ homes, improving safety and efficiency.
- Conducted site surveys and testing for 5 major electrical installation projects.
- Assisted in creating electrical schematics and documentation for client projects
- Collaborated with teams to complete projects 20% ahead of schedule.
- Conducted final inspections and testing for electrical installations, achieving 95% first -pass success rate.

Administrative Assistant, Dangote Industries Limited 03/2020 – 10/2020
Lagos, Nigeria

- Provided comprehensive support for daily administrative and organizational activities in a high volume environment.
- Managed professional correspondence by effectively triaging emails and handling incoming calls.
- Streamlined departmental scheduling by coordinating and merging digital calendars for the management team.

Education

Higher National Diploma, Electrical Electronics Engineering, 12/2022 – 11/2024
MOSHOOD ABIOLA POLYTECHNIC ABEOKUTA Abeokuta, Nigeria

Skills

- Team Leadership
- Strong Communication
- Time Management
- Adaptability.
- Strong Problem solving
- Organizational skill
- Attention to Details
- Microsoft Office Suite

Languages

- English
- Yoruba
- Spanish

Interests

- Technology
- Stocks
- Research and Reading