

OLAMOLU OLUWASEUN SAMUEL

Lagos State, Nigeria

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DELON NIG LTD

LAGOS, NIGERIA

09060112175

oluwaseunolamolu@gmail.com

RE: Customer Service Representative, [Ref#], [Date]

Dear HR

Throughout my career, I have contributed to positive business results through effective organization, prioritization and follow-through of key organizational projects. My strengths and qualifications are an ideal match for the Customer Service Representative requirements and will bring immediate value to [Target Company].

In my former Customer Service Representative role, I exercised a calculated and methodical approach to problem-solving. While I am independently motivated, I appreciate collective efforts and collaborate productively within group settings. Moreover, I am competent in communicating and sales with proficiency in quality assurance.

This opportunity is especially exciting as my professional goals align with [Target Company]'s mission and values. Further, my communication, customer service and decision-making abilities will serve to support your continued organizational efforts.

To illustrate the scope of my career history and professional competencies, please take a moment to review my enclosed resume. I am grateful for your evaluation of my credentials and subsequent response.

Sincerely,

Oluwaseun Olamolu

OLAMOLU OLUWASEUN SAMUEL

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Objective

* To obtain a professional level in Customer service position at a respected organization and utilize the educational qualifications I've obtained. * Eager to bring problem-solving skills to a new professional area, focused on contributing to sustainable energy solutions.

Experience

- Fudocad systems** 2015 - 2016
Sales representative
* I serve as their point of contact and lead from initial outreach through the making of the final purchase by them or someone in their household.
* responsibilities including identifying and educating prospective customers while supporting existing clients with information and assistance that relates to products and services.
- Rock finance limited** 2018 - 2020
Loan Auditor
* My primary job is to assess and analyse the creditworthiness of people and companies.
* Am required to analyse data and make strategic planning to shape the financial decisions of Customers/ Client.
* I evaluate the risk factors of lending money, determine credit ceilings and guide financial decisions.
- Delon NIG ltd** 2020 - 2023
Telesales Agent
•Maintained accurate customer data in CRM for reporting and performance analysis.
•Used Excel to monitor daily targets, sales trends, and customer conversion rates.
•Consistently achieved 100%+ of monthly targets; ranked among top 5% of agents.
- Delon** 2023 - Present
Telesales Supervisor
Analyzed daily sales and performance data, producing KPI reports that improved team efficiency.
2025 – Present
Lagos
•Implemented quality assurance processes that boosted customer satisfaction scores by 10%.
•Created and presented performance dashboards to management for decision- making.
•Trained and coached new hires, integrating data-driven insights into performance tracking.

Education

- Oduduwa university, Osun** 2014 - 2017
BSC Computer Science
- GEC Comprehensive** 2012
WAEC /NECO

Skills

- * Sales* Team building* Problem solving * Decision making