



OLANREWAJU AYANKOYA

Customer Operations And Sales Support Professional

Contact

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Results-driven Customer Operations and Sales Support professional with a proven track record in order processing, customer communication and service delivery. Expertise in managing high-volume transactions, resolving client issues, and identifying opportunities to enhance customer satisfaction and drive revenue growth. Proficient in utilizing CRM tools and fostering collaboration with cross-functional teams to achieve organizational goals.

Skills

- Communication & Problem solving
- Active Listening and Attention to details
- Customer support and Client Management
- Data Entry and Accuracy
- Order Processing and Fulfillment
- Upselling & Cross-selling
- Time management / Organized
- CRM Tools (Hubspot / Zoho CRM)
- Email and Chat support tools

Work history

2025-10 -
Current

Order Processing Representative (Remote)

DCS Communication Center, Malta (Remote)

- Process customer orders accurately and efficiently in a fast-paced environment
- Coordinate with logistics teams to ensure timely product delivery
- Resolve order-related issues, including delays, damages and replacements
- Maintain accurate CRM records of customer data and transactions
- Identified opportunities to upsell and recommend additional products or services
- Managed client communication and improved response time by 25%

2023-09 -
2025-07

Customer Service Representative (Remote)

Global Fidelis, Miami

- Handled 50+ customer interactions daily via calls and messages
- Resolved customer complaints professionally, improving satisfaction and retention
- Processed and verified customer orders with high accuracy
- Reduced order errors by carefully reviewing customer and product details
- Provided clear updates on order status, billing, and company policies
- Collaborated with internal teams to expedite urgent requests

2021-08 -
2022-12

Auxiliary Staff

Federal Inland Revenue Service (FIRS), Lagos State

- Managed administrative tasks and maintained accurate documentation
- Assisted with data handling and report preparation
- Supported daily office operations and customer inquiries

2018-07 -
2020-12

Manager

Ecco Event Center, Ogun State

- Supervised daily operations and coordinated event activities
- Managed customer inquiries and ensured smooth service delivery
- Maintained financial records and tracked cash flow

2015-02 -
2015-08

Data Entry Personnel

Babcock University Teaching Hospital, Ogun State

- Entered and maintained accurate records in the database system
- Ensured proper documentation and file organization

2014-04 -
2014-10

Administrative / Account Officer

Victoria Abimbola Onafowokan Memorial Anglican Church, Ogun State

- Prepared financial reports and tracked income/expenses
- Maintained proper records and documentation
- Assisted with administrative duties and client inquiries

Education

2011-01

Bachelor of Science (B.Sc.): Business Administration

Babcock University - Ogun State

GPA: Second Class Honors

LANGUAGES

English (Advanced)

Hobbies

- Meeting people
- Surfing the internet
- Reading books
- Playing games