

OLAREWAJU GRACE BOSEDE

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PROFILE SUMMARY

CUSTOMER SERVICE PROFESSIONAL

Customer Service & Business Development Manager with 5+ years of experience in charting growth paths, increasing service quality, sales, and customer base. Adept at handling a wide range of contact methods while accurately documenting customer interactions and providing first-class service with every experience. Track record of quickly acquiring competency in all products and transactions while readily and positively adapting to change. Competent in building customer relationships that inspire confidence and loyalty. Desire to have a major impact in the Customer Service industry while ensuring world-class service delivery.

SKILLS

- Client-vendor relations
- Budgeting & Forecasting
- Strategic Planning
- Quality Assurance
- Business Writing
- Transaction Management
- Call Center Operations
- Contract Negotiations
- Performance Management
- Telesales Marketing
- Effective Communication
- Turnaround & High-Growth Strategies
- Complaint Handling
- Client Relationship Management
- New Business Development
- P&L Management
- Inventory & Supply Management
- Order Processing

PROFESSIONAL EXPERIENCE

PERISSOS TRAVELS AGENCY LTD – Lagos (Nov. 2024- Present)

- Respond to all inquiries and ensure customer satisfaction.
- Ensure customer are provided with after sales support.
- Product purchase based on customer requests.

BERRYPOINT HOTEL & SUITES – LAGOS {APRIL 2021 – Dec 2023}

RECEPTIONIST

- Welcoming guests, handling check-ins/check-outs, issuing room keys and providing information about hotel facilities and local attractions.
- Managing bookings, cancellations and room assignments using hotel management.
- Processing payments, handling cash and maintaining accurate, balanced guest records.
- Answering and transferring phone calls, responding to emails and acting as a liaison between guests and staff.
- Addressing guest complaints and issues promptly and professionally.

EPIKAIZO GROUP OF COMPANY – LAGOS (APRIL 2024 – AUGUST 2025)

CUSTOMER SERVICE REPRESENTATIVE

- Respond to all inquiries and ensure customer satisfaction.
- Respond to customer questions through phone calls, emails, live chat or social media.
- Listen to customers' questions and provide answers or responses in a calm and professional way..
- Help customers place orders, process payments and cancellations or returns.
- Maintain customers information and keep records of conversations and transactions.
- Check back with customers to make sure their issues were resolved.
- Transfer serious or technical problems to the appropriate department.
- Be friendly, patient and helpful to create a positive experience.

AYEBO STEVE OLA & CO – AKURE ONDO STATE (MARCH 2023-AUGUST 2024)

LEGAL SECRETARY

- Managed lawyers' schedules and arranged client appointments.
- Keep track of deadlines and important legal dates.
- Type, format and organize legal documents such as contracts, letters and case files.
- Communicated with clients through phone calls and emails.
- Maintained confidential records and office documentation.

JESUS IS LORD GIRLS HIGH SCHOOL (NYSC) - AKURE, ONDO STATE
ENGLISH TEACHER – (AUGUST 2022-AUGUST 2023)

Educational institution.

- Boosted students’ grasp of materials with weekly tutoring sessions.
- Collaborated with other faculty members to review data and develop instructional strategies to address student learning objectives.
- Kept students on-task with proactive behavior modification and positive reinforcement strategies.

EDUCATION

- **2021: Kogi State University, Kogi State, Nigeria.**
- B.Sc. Political Science (Second Class Honors).
- **2015: Local Government Comprehensive Secondary School, Kogi State, Nigeria.**
- Senior Secondary School Certificate (SSCE).

TECHNICAL PROFICIENCIES

- M.S Office Suite (Word, Excel & PowerPoint)
- SAP
- SAGE
- Video Conferencing software applications (Zoom, Skype, etc.)
- CRM Tools: HubSpot , Freshdesk, Monday.com, Asana etc