

OLADELE SHALOM

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PROFESSIONAL OBJECTIVE

Motivated and customer-focused graduate seeking a Customer Care/Call Center role where I can leverage strong communication, problem-solving, and interpersonal skills to deliver excellent customer service and enhance customer satisfaction.

PROFESSIONAL SUMMARY

Detail-oriented and adaptable graduate with experience in customer interaction, sales, administrative support and phone sales. Proven ability to handle high-volume customer engagements, resolve complaints, and maintain professionalism in fast-paced environments. Strong communicator with excellent listening and problem-solving skills.

EDUCATION

Ambrose Ali University, Ekpoma, Edo State
Bachelor's Degree in Human Anatomy (2020–2024)

PROFESSIONAL EXPERIENCE

Sales and Marketing Agent | Parka Technologies (Watu) (March 2026 – Present)

- Promoted and sold smartphones and mobile devices, consistently meeting sales targets.
- Provided customers with detailed product information and recommended devices based on their needs and budget.
- Built and maintained strong customer relationships through excellent customer service and after-sales support.
- Generated leads through direct marketing and customer engagement to increase sales opportunities.

NYSC Corps Member (2026)

- Provided administrative support and handled documentation processes efficiently.
- Managed data entry tasks with accuracy and attention to detail.

Biology Teacher | Brano High School (2022–2024)

- Communicated complex information clearly to students, improving understanding and engagement.
- Managed classroom interactions and resolved student concerns effectively.

Mortician Intern | Faith Hospital, Ekpoma (2023)

- Maintained professionalism and confidentiality in sensitive situations.
- Demonstrated attention to detail and adherence to procedures.

Sales Representative | LG Warehouse (2019–2020)

- Handled 50+ customer interactions daily, resolving inquiries and ensuring satisfaction.
- Provided product information and supported customers in decision-making.
- Maintained accurate customer and sales records.

Sales Representative | Airtel Telecommunication (2018–2019)

- Assisted customers with inquiries, complaints, and service-related issues.
- Built positive relationships with customers to encourage repeat business.
- Achieved sales targets while maintaining high service standards.

CERTIFICATIONS & TRAINING

- National Youth Service Corps (NYSC) — 2026
- Basic Laboratory Techniques – Entry Level (2024)
- Health and Safety Awareness – Coursera (2024)
- Microsoft Office Suite (Word, Excel, PowerPoint) – Entry Level

CORE SKILLS

- Customer Service & Support
- Call Handling & Communication
- Problem Solving & Complaint Resolution
- Active Listening
- Data Entry & CRM Tools
- Microsoft Office Proficiency
- Time Management & Multitasking

REFERENCES

Available on request