

Oluwabukunmi Adeniyi

Phone: 07070267973

Email: adeniyikunmi719@gmail.com

Location: Scheme One, Oko Oba GRA, Agege, Lagos

Professional Summary

Dedicated and customer-focused Customer Service Representative with experience handling customer inquiries, resolving complaints, and delivering excellent service. Skilled in communication, problem-solving, and maintaining positive customer relationships. Experienced in working in fast-paced environments and committed to ensuring customer satisfaction.

Work Experience

Customer Service Representative – Multichoice

2021 – 2025

- Assisted customers with inquiries, complaints, and service requests.
- Provided accurate information about products and services.
- Resolved customer issues promptly to ensure satisfaction.
- Maintained professional communication with customers at all times.
- Recorded customer interactions and feedback.

Education

National Open University of Nigeria (NOUN)

2024 – Present

Skills

- Excellent communication skills
- Customer relationship management
- Problem solving
- Conflict resolution
- Teamwork and collaboration
- Basic Microsoft Office skills