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SUMMARY

A dedicated professional with over 6+ years of experience in Customer management, delivering exceptional customer service and surpassing sales targets, with strong communication skills, time management skills, and adept problem-solving abilities, I have demonstrated proficiency in engaging with diverse populations and exhibiting patience and professionalism to effectively resolve challenging situations.

EXPERIENCE

JUNE 2024- FEBRUARY 2026

EXECUTIVE ASSISTANT TO THE CEO, LARRYSHEM LIMITED

- Managed international and domestic flights for the CEO, including hotel, and logistics bookings.
- Maintained 100% confidentiality of all communication and documentation according to the company policy.
- Performed accounting functions by documenting monthly CEO's expenses and identifying ways to reduce costs.
- Scheduling of internal and external meetings
- Co- coordinated company's events.
- Handled video content for the CEO's social media and the company's social media.
- Coordinate departmental meetings.
- Managed the CEO's calendar by appointments, meetings, daily reminders and increasing the CEO's performance by 90%
- Monitored and managed the CEO's daily emails.
- Handled scriptwriting for the CEO's social media.
- Handled minutes of meetings both internal and external for the CEO.
- Handled the SOP documentation for site engineers.

JANUARY 2024-APRIL 2024 CUSTOMER SUCCESS MANAGER, TRAX APPAREL

- Build customer loyalty and reduce churn
- Resolve customer's complaints

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- Collaborated with other team members/departments to achieve customer satisfaction.
 - Monthly sales analysis presentation.
 - Successfully led the team in achieving sales targets every month
 - Brainstorming with team members to achieve brand promotions and
 - Work closely with sales staff to identify potential customers that could be turned into long-term clients.
 - Supervised the process of cold calling.
 - Worked closely with the tech team in bringing the company's software to life.
 - Ensure a positive shopping experience for all clients, increasing customer satisfaction.
 - Supervised quality assurance calls to customers.

JULY 2023 – DECEMBER 2023

ACTING SALES LEAD, FAZSION

- Collaborated with upper management to set achievable sales targets and goals for the team to meet during the interim period.
- Demonstrated adeptness in problem-solving, conflict resolution, and fostering a collaborative team environment, ensuring uninterrupted sales operations and continued client satisfaction.
- Monitored the sales team's performance, analyzing sales data, and providing feedback to team members to help them improve their performance.
- Successfully led the team in surpassing sales targets by 6%, implemented effective sales strategies resulting in 12% revenue growth, and provided mentorship leading to 5% improvement in individual sales performance.
- Collaborated with other departments such as marketing, product development, and customer service to ensure alignment and support for sales efforts
- Managed the sales budget effectively, including the allocation of resources and expenses to support sales activities.

MAY 2022 – JUNE 2023

CUSTOMER RETENTION MANAGER, FAZSION

- Maintain up-to-date activity records for reliable reporting and analysis.
- Resolve clients' complaints while identifying problems and taking appropriate corrective action, increasing the client retention ratio significantly.
- Direct a cross-functional team of customer service associates while setting personal and team sales goals.
- Train associates on how to handle escalated problems, thereby reducing the customer escalation rate.
- Ensure a positive shopping experience for all clients, increasing the customer satisfaction rate.

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- Providing accurate and appropriate information in response to customer inquiries via phone calls, emails, and phone messages.
 - Successfully conduct periodic reviews and evaluations of team members.
 - Supervision of the marketing team.
 - Creating a plan to retain existing customers by identifying their needs and concerns, and then communicating with them regularly about relevant company news and events.
 - Monitoring customer feedback and satisfaction levels, and researching current market trends to identify potential growth opportunities.
 - Developing training programs and policies to help employees engage with customers more efficiently and effectively.
 - Analyzing data to determine which strategies are most effective in retaining customers over time.
 - Monitoring competitors' activities and industry trends to identify potential threats to the business.
 - Work closely with sales staff to identify potential customers that could be turned into long-term clients.
 - Coordinate with other departments, including Marketing, Human resources, and Finance to ensure that customer needs are met.
 - Maintaining relationships with existing customers by following up on leads generated by sales staff or other employees.

SEPTEMBER 2020 – APRIL 2022

TEAM LEAD, CUSTOMER CARE, DRUGSTOC E-HUB

- Direct a cross-functional team of 4+ customer service associates and representatives while setting personal and team sales goals.
- Resolved clients' complaints while identifying problems and taking appropriate corrective action, increasing the client retention ratio significantly.
- Collaborate with the supervisor to train associates on how to handle escalated problems, thereby reducing customer escalation rate by 10%.
- Ensure a positive shopping experience for all clients, increasing customer satisfaction by 45%.
- Providing accurate and appropriate information in response to customer inquiries via phone calls and emails.
- Resolved an average of 50 inquiries per day.
- Successfully conduct periodic reviews and evaluations of team members.
- Successfully gather data related to customer contact and interactions and use this data to prepare reports and analyses of which processes are working and which can be improved.
- Perform Quality Assurance on all calls to and from clients.
- Fill out and complete ISO documentation processes.

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- Successfully carried out client onboarding and documentation.

OCTOBER 2017 – AUGUST 2020

CUSTOMER SERVICE REPRESENTATIVE, DRUGSTOC E-HUB

- Update customer records in the system, including notes about interactions.
- Create and maintain reports about customer interactions.
- Efficiently respond to customer inquiries via phone calls, emails, and in person.
- Successfully developed a good and professional rapport with clients.
- Demonstrated professional etiquette and manners, improving 30% positive immediate feedback.
- Explicitly responded to 300+ customer calls per day.
- Successfully handled 50+ clients' accounts simultaneously with minimal complaints in 3 years.

DECEMBER 2016 – MAY 2017

SALES ASSOCIATE, DRUGSTOC E-HUB

- Cultivated relationships with pharmacy owners and decision-makers in designated territory.
- Exceed sales targets periodically.
- Reached out to customer leads through cold-calling and emails. 50+ cold calls daily.
- Expedited the solution to customer problems and complaints to maximize satisfaction.
- Presented, promoted, and sold products using solid arguments to existing and prospective clients.
- Continuously improved through feedback.

SEPTEMBER 2013 – FEBRUARY 2014

INTERNSHIP, MITV-STAR FM

- Setting up the office for daily activities
- Preparation of the run-down of the daily advertisements
- Document and report all activities to the supervisor.
- Received hands-on Voice-over training
- Assisted in event planning
- Participated in TV presentations

MAY 2012 – JANUARY 2013

INTERNSHIP, LAGOS TRAFFIC RADIO 96.1FM

- News Editing
- Online journalism
- Documentation of daily traffic report
- Assisted the OAP in the studio

EDUCATION

BSC. MASS COMMUNICATION, NATIONAL OPEN UNIVERSITY, NIGERIA

Coursework

- Specialized Reporting -Report writing
- Writing and Research - The role of technology in achieving communication efficiency in Nigeria
- Journalism
- Communication Ethics

SKILLS

- Data entry and reporting
- Advertising
- Corporate communications
- Digital marketing
- Report writing
- Customer service and management
- Quality Assurance
- Call center operations
- Voiceover
- Creativity and resourcefulness
- Telephone Etiquette
- Proficient use of Microsoft Office and Google Suite
- Office management
- Problem-solving
- Tenacious
- Empathy
- Effective listening
- Positive attitude
- Exceptional team
- Proactive skills
- Time management
- Confidentiality
- Critical Thinking

REFERENCES

(AVAILABLE ON REQUEST)