

# OMOLARA ASENOWO

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## SUMMARY

- Disciplined individual with willingness to learn, patient, empathetic and establishing rapport with customers.
- Excels in providing exceptional service to clients; improving customers' retention.
- focused on assisting customers with their inquiries to ensure customer satisfaction even in stressful situations.

## EDUCATION

**University of Ibadan** –Oyo state, Nigeria  
BSc, Wildlife Management

**April 2014 - April 2019**

## WORK EXPERIENCE

**Senior Customer Experience Agent**  
**Hugotech** – Lagos, Nigeria

**December 2020 - Present**

- Responded quickly and resolved customer inquiries, via chat and email with the use of Intercom support software, and escalated issues when needed.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Collaborated and relayed customer feedback to cross-functional teams to improve products and services.

**Agricultural Science Teacher**

**June 2019 - June 2020**

**National Youth Service Corps (NYSC)** – Anambra, Nigeria

- Increased 50+ students engagement by implementing various teaching methods and technologies in the classroom.
- Created lesson plans, classwork, tests, and examinations questions to evaluate student knowledge.

**Landside operation officer Assistant (GAT)**

**July 2017 - August 2017**

**Muritala Muhammed International Airport (MMIA)** – Lagos, Nigeria

- Investigated activities around the airport and reported findings to senior leadership for further review.
- Maintained good community relations through positive contacts with car hirers, sellers and the general public to ease traffic flow.

## CERTIFICATIONS AND TRAININGS

ALX Virtual Assistant Program - 2022

McKinsey Forward Program - 2022

Customer Service Training, Vocational & Professional Development Academy - 2022

Customer Service Management Training, Institute of Customer Service of Nigeria - 2021

Jobberman Soft Skills Training - 2020

## VOLUNTEER ACTIVITIES

**Nnewi-North Anambra Sisters' Coordinator**, Nigeria Christian Corpers Fellowship

**September 2019 - February 2020**

Actively coordinated the welfare of house members with detailed financial record and bookkeeping, as well as maintaining housekeeping rules.

## SKILLS

|                              |                                |                     |
|------------------------------|--------------------------------|---------------------|
| Adaptability and flexibility | Problem solving                | Time management     |
| Microsoft office tools       | Issue recognition              | Attention to detail |
| Google workspace tools       | Empathy                        | Analytical          |
| Interpersonal relationship   | Oral and written communication | Organizational      |

## INTERESTS

|           |                      |              |
|-----------|----------------------|--------------|
| Gardening | Surfing the internet | Puzzle games |
|-----------|----------------------|--------------|

## LANGUAGES

|                 |                  |
|-----------------|------------------|
| Yoruba - Native | English - Expert |
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