



SOLOMON ILEBAYE HARUNA

Customer Service Representative/Telemarketer

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📍 Federal Housing Estate Lugbe, Airport Road, Abuja 🇳🇬 Nigerian ♂ Male

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PROFILE

A dedicated customer service representative/Telemarketer responsible for handling customer inquiries, resolving complaints, and ensuring a positive customer experience across multiple communication channels. Skilled in communication, problem-solving, and relationship management, with a strong ability to understand customer needs and provide timely, effective solutions.

PROFESSIONAL EXPERIENCE

EON GLOBAL TELECOMMUNICATIONS, Telemarketer

May 2024 – present | Abuja, Nigeria

- Conducted outbound calls to promote products or services to potential customers.
- Achieved sales and appointment-setting goals through persuasive communication.
- Managed objections and provided detailed product/service explanations.
- Maintained accurate records of calls and outcomes in company databases.

OUTSOURCE GLOBAL TECHNOLOGIES, Customer service representative

March 2022 – April 2024 | Abuja, Nigeria

- Handled customer inquiries and resolved issues efficiently.
- Maintained high levels of customer satisfaction through excellent communication and problem-solving skills.
- Assisted in managing complaints, processing orders, and providing product/service information.
- Supported team goals by maintaining high-quality standards in customer interactions.

CERTIFICATES

Best practices for interviewing with a client
American work culture

Human Resource Management

Customer Success Master Class

Business Communication and Diplomacy

Public Speaking and Presentation

Leading and Supervising People at Work

Business Management
Awarded by Tony Elumelu (CFR), Owner of UBA Bank.

Project Management
Level 1 & 2

Health Safety and Environment
Level 1&2

SKILLS

- Active Listening
- Empathic Listening
- Good Communication and Interaction
- Business Communication
- Project Management
- Experts in handling several CRM including: Freshdesk, Convoso, Zendesk, Ydesk and Salesforce.
- Problem Solving
- Customer service

The VA Group, Lead Generation Specialist (Remote)

January 2021 – December 2021

Las Vegas, United States

- Identified and qualified potential leads for sales teams.
- Conducted market research to target prospective clients effectively.
- Used CRM tools to manage and track leads throughout the sales pipeline.
- Collaborated with sales and marketing teams to meet lead generation goals.

ORGANIZATIONS

EON GLOBAL TELECOMMUNICATIONS,

Telemarketer

May 2024 – present | Abuja, Nigeria

Eon Global Telecom is a division of a Nigerian and US telecom operator focusing exclusively on giving Nigerians in the diaspora and other nationals the best way to reach or communicate with their loved ones at home or anywhere across the globe with ease.

Outsource Global technologies, **Customer Service Representative**

March 2022 – April 2024 | Abuja, Nigeria

Outsource Global is the first ISO-compliant commercial delivery center in West Africa and the first Nigerian international contact center serving the US, UK, and Japan markets that specializes in customer service, IT support, software-as-a-service, legal services, artificial intelligence, medical support services, accounting-as-a-service, and data management.

The VA Group, Lead Generation specialist (Remote)

January 2021 – December 2021

Las Vegas, Nevada, United States

The VA Group is an international organization based in Nevada, USA, that covers everything from backend processes, accounting, and human resources to even tackling organic prospecting.

Care For Someone Foundation (NGO), **Front Desk Secretary**

2019 – 2020 | Abuja, Nigeria

Care For Someone Foundation is a Nigerian non-governmental organization (NGO) that focuses on alleviating poverty amongst children and women.

PUBLICATIONS

Evaluating the concentration of the Physio-chemical Process and Heavy metal in the Soil of Aloma, Ofu, L.G.A, Kogi State,
Solomon Ilebaye Haruna

2021

REFERENCES

Samuel Haruna, *Research Assistant*, Nigerian Defense College
samuelharuna121@gmail.com

EDUCATION

Kogi State University, Bachelors in Agriculture/ Soil and Environmental Management

2015 – 2021 | Anyigba, Nigeria

AWARDS

Most Outstanding and Dedicated Agent, **EON GLOBAL TELECOM**

1st May 2025

Certificate of Appreciation, **OUTSOURCE GLOBAL RESOURCES**

15th February 2024

Certificate of appreciation in recognition of my outstanding dedication, hard work and team collaboration

LANGUAGES

- English
- Nigerian Pidgin

COURSES

Low-code automation, Loubby AI

March 2026 – April 2026 | Online

It is a 10-week series designed to equip learners with the skills to design, build, and optimize automated workflows using a suite of **no-code/low-code platforms** and **AI-powered tools**.

INTERESTS

- Reading Books
- Conducting Research