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TINUOLA JOSEPH.

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PROFILE

Experienced Telesales and Customer Service Professional with over 4 years of success driving customer acquisition, retention, and after-sales satisfaction. Proven expertise in high-volume outbound and inbound calling, lead conversion, and relationship management. Skilled in using CRM tools (ZENDESK, ANGAZA, Microsoft Suite) to optimize customer engagement and sales outcomes. Track record of exceeding targets and mentoring teams for better sales performance.

SKILLS

- High-Volume Telesales & Call Handling
- Lead Generation & Conversion
- Customer Relationship Management (CRM)
- Cold Calling & Upselling
- Objection Handling & Negotiation
- Conflict Resolution & Problem-Solving
- Call Quality Assurance
- Team Leadership & Training
- Sales-Focused Customer Engagement

WORK EXPERIENCE

PAGA

FEBRUARY 2026 - TILL DATE

Paga Head Office

176 Herbert Macaulay Way

3rd Floor, Yaba

Lagos Mainland, Lagos State, Nigeria.

ROLE: Customer Service Representative

As a customer service representative:

- Handle inbound and outbound customer interactions regarding account inquiries, transactions, and platform support.
- Resolve customer complaints and provide timely solutions while maintaining excellent customer satisfaction.
- Educate customers on Paga's digital payment services and financial solutions.
- Maintain accurate customer records and interaction history using CRM tools.
- Escalate unresolved issues appropriately to ensure quick resolution.
- Support customer retention through effective communication and problem-solving skills.
- Meet daily service targets and maintain high-quality customer engagement standards.
- Assist customers with transaction disputes, account updates, and service-related concerns.

SPIRO MOBILITY NIGERIA

180B, KOFO ABAYOMI STREET, VI, LAGOS STATE.

ROLE: Customer Service Executive

JULY 2025 - FEBRUARY 2026

As a customer service:

- Managed riders' interactions, meeting daily response targets, and maintaining 100% service quality.
- Resolved complaints, escalating complex issues while ensuring positive customer experiences.
- Consistently met and surpassed support KPIs using CRM platforms to track inquiries and resolutions.
- Facilitated successful upselling and after-sales engagement to retain and convert leads.
- Updated and corrected customer profiles to streamline service delivery and improve operational efficiency.
- Attend the NPS survey with riders.

ERILEARN ACADEMY, Lagos

October 2024 – May 2025

Customer Success Associate (Customer Support & Marketing)

As the customer success associate:

- Managed customer onboarding and inquiries for large-scale tech programs.
- Coordinated masterclasses, events, and handled CRM data management.
- Oversaw social media and email marketing for lead generation and nurturing.
- Focused on seamless customer experience to improve sales funnel effectiveness.

SUNKING NIGERIA January 2021- July 2023

18, Adekunle Fajuyi Way, GRA Ikeja, Lagos State.

Role: Customer Service Executive/Telesales

Specialist: As the CSE/Telesales specialist so far:

- Managed 58,000+ customer calls, meeting daily call targets of 60+, and maintaining 100% call quality.
- Resolved over 9,600 customer complaints, escalating complex issues while maintaining positive rapport.
- Consistently met and surpassed sales support KPIs using ANGAZA and ZENDESK CRMs.
- Facilitated successful upselling and after-sales interactions to retain and convert leads.
- Updated and corrected customer profiles to streamline sales and service delivery.

Multichoice Nigeria

August 2019 - Sep 2020

151, Acme Road, Ogba.

Role: Customer Service Representative/Telesales Manager

As the CSR (Customer Service Representative) I achieved the following:

- Handled over 19,000 customer interactions via calls, focusing on retention and reactivation of inactive accounts.
- Reconnected 25% of dormant subscribers through targeted outbound campaigns.
- Maintained a 90–100% call quality rating, achieving top-tier customer satisfaction scores.
- Collaborated with marketing for targeted telesales strategies, consistently contributing to revenue growth.
- Resolved escalated service issues to ensure seamless subscriber retention.

Meprami Academy International

Jan. 2015 – Jul. 2018

(Various institutions)

Role: Class Teacher/Early Career Roles

Job Description.

- Strengthened communication and interpersonal skills while delivering educational content.
- Conducted training, assessments, and performance evaluations.

EDUCATION/QUALIFICATIONS

B.Sc. Accounting(In View)

Babcock University (BUCODEl- Distance Learning)

September 2025

Nigerian Certificate in Education (NCE)

Adeniran Ogunsanya College of Education, Lagos State.

September 2016

Senior Secondary Certificate Examination (SSCE)

Nana Apori Comprehensive High School, Lagos State.

June 2013

ACHIEVEMENT & SELF-DEVELOPMENT

- Boosted customer retention through proactive outbound calls and upselling techniques.
- Reduced call rejection by 15% through localized sales scripts.
- Recognized for consistent top-tier telesales performance and customer service excellence.
- Developed team training resources improving call handling efficiency.

REFERENCE

Provided upon request