

WILLIAMS ROTIMI | Customer Service Professional

Location: Nigeria
Telephone: +234-8162749824
Email: williamsrotimi2001@gmail.com
Nationality: Nigerian

Professional Profile

Beyond individual conversations, I am a customer service professional driven by the simple belief that every human interaction deserves dignity, clarity and respect. Over the years, I have built a reputation for transforming tense customers experience into meaningful resolution, not by reciting scripted empathy statement, but by genuinely listening to people's concerns and responding with solutions tailored to their reality. My approach combines structure process thinking with an intuitive understanding of human behavior.

Core Skills

- Custom Service.
- Client Relationship Building
- Complaint Handling
- Product knowledge
- Client Consultation
- Graphics designer
- Strong interpersonal skill
- Technical proficiency (Microsoft, Adobe)
- Time Management
- Knowledge Of Trends
- Team Collaboration
- Adaptability
- Proficient in project management

Career summary

2018 – Present. Precious Beauty Salon
Manager

Outline

The primary responsibility is to provide exceptional facial care and styling services to clients while maintaining a positive and professional salon environment. Expertise in various cutting, coloring, and styling technique, combined with excellent client communication skills, which contribute to the overall success of the salon.

Key Responsibility

- Dealing with large customer on a daily basis and ensuring complete satisfaction.
- Adhere to strict hygiene and sanitation standards, ensuring a clean and safe working environment. Properly cleaning and sterilizing tools and equipment after each use.
- Establishing and maintaining a positive relationship with clients. Fostering a comfortable and welcoming atmosphere, ensuring clients have a satisfying salon experience.
- Preparing and delivering lectures on facial theory and product knowledge

Key Achievement

- Resolving 100% customer complaints within guideline time of 48 hour.
- Employee of the year 4x

2023 – 2025 Koya Spin Cycle Laundry
Manager / Accountant / sale rep

Key responsibility

- Maintaining comfortable atmosphere.
- Fabric care and promoting exceptional packing technique.
- Providing an up-to-date detail of the checks and balances of the monetary account.
- Promoting customers participation on products.

2019 – 2024 Redeemed Christians Fellowship, Ekiti state university (Eksu)
Internal Executive (HBDF)

Key Responsibilities

- Supervise and coordinate backstage crew during performances.
- Ensure all props, sets, and costumes are in place before the play begins.
- Serve as the link between the director, cast, and technical team.
- Convey instructions and last-minute changes clearly and efficiently.
- Provide cues for lighting, sound, and actor entrances during performances.
- Prepare and execute backup plans in case of unforeseen issues during a performance.
- Interpret scripts to determine appropriate costume needs based on time period, theme, and character.
- Handle emergency repairs during or before performances.
- Lead or support in prayers before rehearsals or ministration.
- Serve as a model of discipline, commitment, and godly character within the group.
- Participate in brainstorming sessions for stage plays or special ministrations.
- Work closely with other executive members to ensure unity and excellence.
- Keep records of costume inventory, stage materials, and related expenses.
- Give periodic updates or reports to the Drama Coordinator or RCF leadership when required.

2020 First Royal oil
Pump Attendant

Key responsibilities

- Attend to customers
- Keep a daily record of sale of petrol and engine oil
- Attend and give up-to-date record to the manager at the end of every shift.

2021 – 2022 First royal oil
Assistant Manager

Key responsibility

- Supervise the company's team members
- Maintain orderliness in the company's environs
- Make sure the daily check-ins of all staffs are met.
- Fill in for the manager when off duty.
- Work remotely to ensure the account is balanced without any lapses.

2020 – 2021 Sky Lead University
Accountant (hybrid)

Key responsibility

- Keep track of inflow and out flow of cash and organizational funds.
- Preparing a weekly and monthly based report via Excel.
- Keeping track of financial growth scales

2020 – 2022 Kinder's Café
Accountant (hybrid)

2023 – present Tora collection
Marketer / Graphic designer (Remote)

Key responsibility

- Meeting target in sales of fabrics and outfit in a month.
- Expanding client awareness.
- Meeting up to the monopolistic competition.
- Creating engaging graphic designs to attract new clients.

2023 - 2024 Tomraph Freespace
Typist and sale rep

Key Responsibility

- Promoting Customer relationship.
- Keeping track of income and expenditures.
- Creating Awareness post on socials.
- Content and project writing

2025 Palmtree Hotel
Laundry man

Education

2014 European personal care limited

2013 – 2018 SSCE fit joy Secondary Schools

2019 – 2024 Ekiti State University
Bsc. (Hons.) Political science

2023 – 2024 Defi Qudos
Decentralized marketing

Personal Details

Language spoken: Fluent in English, Yoruba, Efik.

Hobbies: Writing, Reading, Music, Designing.