

OLALEYE DORCAS FUNMILOLA

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Customer Service Specialist

A dedicated and a customer focused professional with over 4 years of experience in resolving issues, addressing concerns and utilizing of CRM tools for effective services. Committed to providing a seamless customer experience through empathetic communication and sound customer relations. Adept at working remotely with minimal supervision and collaborating across teams to resolve escalations efficiently.

Competencies/Skills

- Customer relationship
- Time Management and Organization
- Attention to details
- Ability to work remotely
- CRM and ticketing system
- Microsoft office (Word, Excel, Outlook)
- Excellent spoken and written English (C1 Level English)
- Google Workspace (Gmail, sheet, Drive, Docs)

Experience

Customer Support
FUNVIC ENTERPRISE

March 2022 - Present

- Provided exceptional customer service, thereby, increasing customer retention to about 40%.
- Responded to customer inquiries via telephone calls, email and chat and resolved issues in a timely and professional manner.
- Collaborated with internal teams, including sales, marketing and product development to drive business growth and improve customer satisfaction.
- Utilized CRM software to effectively engage with customers, understand their needs and provide tailored solutions.
- Conducted product demos that converted 70% of prospects into customers.
- Developed strong client relationships leading to a 40% increase in repeat sales.

Customer Service

2017- 2018

Guaranty Trust Bank (GTB)

- Responded to customer inquiries and request over phone, email and live chat swiftly boosting satisfaction ratings by 25%
- Adhered to established policies, procedures and compliance for satisfactory service delivery.
- Developed strategy and managed market communications that drove up client conversion rate 40%
- Escalated and distributed customers issues to relevant department.
- Utilized TCP's tech tools suite such as Salesforce, Microsoft Suite and Zoho in daily operations

Education

BYU Pathway Worldwide

Bach. Degree in Public Health

In View

Federal Polytechnic Ede, Osun State

Higher National Diploma in Leisure and Tourism Management

2015-2018

Yaba college of Technology

National Diploma in Leisure and Tourism Management.

2011-2013