



SUBAIR OLUFISAYOMI

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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No9 Job Adeniran St.
Orogun Ibadan

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EDUCATION

FEDERAL POLYTECHNIC
OFFA

2014 - 2019

- Higher National Diploma
- Mass Communication

SKILLS

- Excellent communication and interpersonal skills
- Proficient in customer service software and technology
- Strong problem-solving and conflict resolution skills
- Ability to work in a fast-paced environment
- Team player with a customer-centric approach

PROFILE

Results-driven Customer Service professional with 3+ years of experience delivering exceptional support to clients. Proven track record of consistently meeting and exceeding customer satisfaction targets. Skilled in conflict resolution, problem-solving, and team leadership.

WORK EXPERIENCE

Alerzo Limited

2021 - 2024

Customer Service Team Lead

- Led a team of customer service representatives to achieve service excellence
- Developed and implemented effective customer service strategies and processes
- Resolved complex customer complaints and escalated issues when necessary
- Collaborated with internal teams to resolve customer issues and improve overall customer experience
- Analyzed customer feedback and metrics to identify areas for improvement
- Successfully improved customer satisfaction ratings by 25% and reduced response time by 30%

Wema Bank

2020 - 2021

Customer Service Representative

- Responded to customer inquiries and resolved issues via phone, email, and chat
- Utilized active listening and empathy to de-escalate conflicts and ensure customer satisfaction
- Collaborated with internal teams to resolve complex customer issues
- Consistently met and exceeded customer satisfaction targets

REFERENCE

Falade Adeku

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