



SUBAIR  
OLUWAFISAYOMI

# PORTFOLIO

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CUSTOMER  
SERVICE  
REPRESENTATIVE &  
TEAM LEAD

2020-2024

# Customer Service Representative

**Proof of Excellence :**

**Wema Bank**

- Consistently exceeded customer satisfaction targets, achieving an average rating of 95% or higher over the past 6 months.
- Successfully resolved over 500 customer complaints via phone, email, and chat, resulting in a 25% reduction in escalation rates.
- Implemented a process improvement that reduced average response time by 30%, ensuring prompt support to clients.
- Received positive feedback from customers and internal teams, demonstrating exceptional communication and problem-solving skills.

## Customer Service Team Lead

**Proof of Leadership :**

**Alerzo Limited**

- Led a team of 8 customer service representatives, resulting in a 20% increase in team productivity and a 15% increase in customer satisfaction ratings.
  - Developed and implemented a comprehensive training program, reducing new hire training time by 40% and improving team knowledge and skills.
  - Collaborated with cross-functional teams to resolve complex customer issues, resulting in a 30% reduction in escalation rates.
  - Implemented a quality assurance program, ensuring 95% or higher accuracy in customer interactions and resulting in a 25% reduction in customer complaints.

I worked as a virtual receptionist for a Podiatry, and I was tasked with:

1. Responding to customer inquiries
2. Providing support to customers
3. Scheduling podiatrist's appointments
4. Handling administrative tasks

#### APPOINTMENT INFORMATION

Date: 03-Nov-2022  
Duration: 20 minutes  
Time: 3:00 pm  
Location: The Foot Force Podiatry (Fairfield)



#### Patient Details

[Notes](#) [No Invoice](#)



Patient: [Mrs Elaine Felkin - 80 yr](#)  
Date of Birth: 22-Jun-1942 (80 yr)  
Gender: Female  
Status: Cancelled (Cancelled on 01-Nov-2022 4:27 pm)

Last Appointment: [22-Sep-2022 2:15 pm with Dr Fatima Al-Kathmi](#)  
Cancelled Appointments: [1](#)

#### Comments:

1.11.22 - Pt responded 'no will ring you' to 2-way text messaging. Appt cancelled. V.O.

CLOSE

3 years. I was saddled with these responsibilities:

1. Respond to customer inquiries via email, call, live chat, and text.
2. Collaborating with other team members to ensure that all tasks are handled properly.
3. Recommended products for customers based on their measurements and preference.
4. Trained new customer support agents on how to handle calls
5. Gave suggestions on how sales can improve and how we could solve customers' popular issues.

CS Agent replied

3 days ago (Mon, 20 Mar 2023 at 2:30 AM)

To: megabeast59@icloud.com

Hi Maria,

Thank you for your response.

I apologize that none of our solutions are suitable for you. If you decide to go through with returning the items, here are the steps:

1. Send the entire package back to our warehouse at:

**Recipient: Shophelp Ecommerce (attn Steve T.)**  
**Address: 590 Durham Ridge Dr NW, Lilburn, GA 30047**

2. Provide us with photos of the return receipt from the post office, so we can keep track of the package

3. After we receive the product and inspect it, we will initiate the refund (original shipping fee is non-returnable)

The return fee can vary depending on local post offices, so this is not quite a time and cost-effective solution. If I may recommend, I'd like to offer **70% direct refund of your total payment** (no need to return anything). It takes 3-5 days only for the refund to be processed, instead of waiting for weeks and getting charged more.

Looking forward to hearing from you.

Best regards,

**Mabel**

Shophelp Customer Service Representative

The screenshot shows a customer support interface. At the top, it says "All tickets > 1789313". Below this is a navigation bar with buttons for "Reply", "Add note", "Forward", "Close", and "Merge". The main content area displays an email from "CS Freelance replied" (8 days ago) to "samyoung@yahoo.com". The email text includes a greeting, an apology for a fit issue, and a commitment to providing a replacement. A sidebar on the right shows "Resolved late" (4 hours ago) and "CONTRACT DETAILS | 1/01". It lists the customer as "SAM YOUNG" with email "samyoung@yahoo.com" and a "Follow" button. The ticket title is "Re: Order #9673-84 is on the way!". The status is "Complaint" and the subject is "Customer Request".

I worked as a virtual assistance and customer success assistant and I was saddled with these responsibilities:

1. Booking customer's appointment on company's calendar
2. Calling customers to reschedule their appointments if need be
3. Responding to calls that are associated with customers' appointment
4. Making sales calls to recurring customers and informing them about the company's new services and how they can benefit from them.

