

## SUBAIR OLUWAFISAYOMI

## PORTFOLIO

CUSTOMER
SERVICE
REPRESENTATIVE &
TEAM LEAD

## 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.

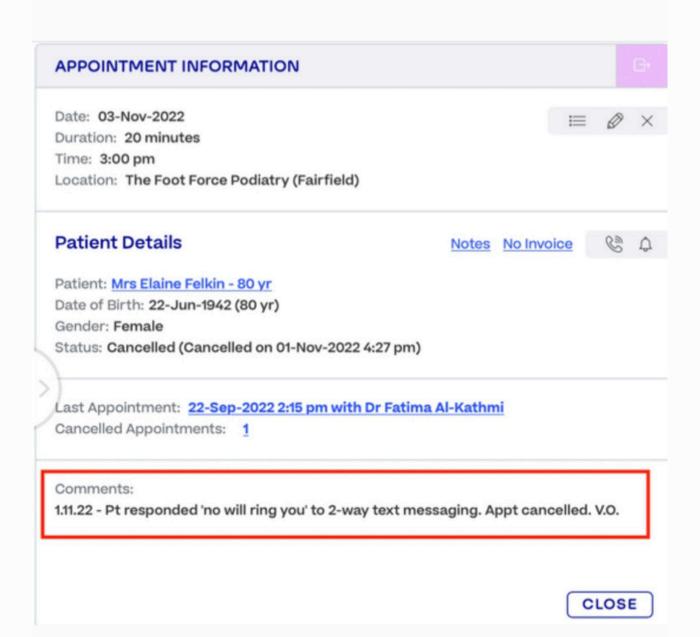
## **Customer Service Team Lead**

Proof of Leadership: Alerzo Limited

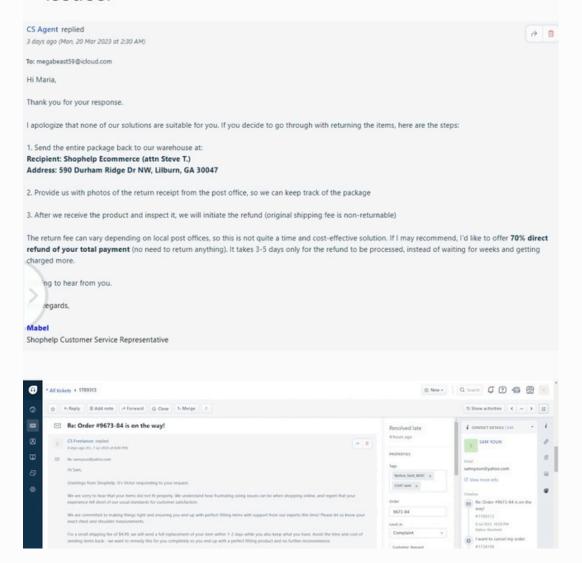
- •. Led a team of 8 customer service representatives, resulting in a 20% increase in team productivity and a 15% increase in customer satisfaction ratings.
- Developed and implemented a comprehensive training program, reducing new hire training time by 40% and improving team knowledge and skills.
  - 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



- 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.



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 calender
- 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.

