

OYEWOLE KOLA JEREMIAH

Address: Lagos Island, Lagos.

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SUMMARY:

I am a resourceful customer-centric young graduate with a proven ability to troubleshoot and resolve issues quickly. I enjoy consistently meeting and exceeding productive goals while maintaining top notch professionalism and productivity. I am also Inquisitive, always striving to uncover new connections and insights through brain storming and drawing data-driven conclusions. I love to learn, leaving no stone unturned, very observant, curious and result oriented. I am seeking to work in a fast-paced work environment with boundless learning, development, and exciting career growth opportunities.

EDUCATION:

2018-2021 (In view)

- ❖ **University of Lagos.**
- Master of Science, Economics.

Feb. 2017

- ❖ **Federal University of Agriculture, Abeokuta.**
- Bachelor of Science, Agric Economics (Second Class Upper).

CERTIFICATIONS:

JAN. 2019

- ❖ Supply Chain Management - Oxford Home Study College
- ❖ Project Management -Oxford Home Study College
- ❖ Digital Marketing -Google Digital Skills for Africa

OCT. 2020

- ❖ Certificate in Risk Management; Affiliate member, Organization Of Certified Risk Managers (OCRM)

SKILLS HIGHLIGHTS:

- ✓ Critical and analytical skill
- ✓ Effective people management skill
- ✓ Proficient in Microsoft Office Programs (Excel, office, access and power point)
- ✓ Excellent Team player
- ✓ Creative problem-solving skill
- ✓ Attention to details
- ✓ Oral and written communication skill
- ✓ Emotional intelligence and interpersonal skill

WORK EXPERIENCE:

FEB.2020- TILL DATE

❖ GLOBACOM NIGERIA LTD:

○ Customer Care Representative

Key Responsibilities:

- Professionally handling incoming requests from customers and ensured issues resolution both promptly and accurately.
- Escalate all customer care issues to the technical team and follow through on corrective measures.
- Sell the company's products and services to existing customers and intending prospects.
- Treat customers request and instructions and ensure they are satisfied with the services provided.
- Handle airtime balance enquiry.
- Suspension/blocking of sim/ phone number.

AUG. 2019 - FEB.2020

❖ FIDELITY BANK PLC:

○ Customer Support Executive

▪ Key Responsibilities:

- Professionally handled incoming requests from customers and ensured issues are resolved both promptly and accurately.
- Escalated all customer care issues to the technical team and follow through on corrective measures.
- Sold the Banks products and services to existing customers and intending prospects.
- Treated customers request and instructions on their various accounts and ensure they are satisfied with the services provided.
- Handled balance enquiry, freezing/unfreezing of account, placing of lien, reactivation of dormant account.
- Initiated and set up Alert, Online and Mobile Banking
- Initiated linking / hot listing and blocking / unblocking of debit cards.
- Met/exceeded all monthly key performance standards, and delivered exception reliability and adherence to schedule.

REFEREES: Available on request