



## ADENIYI OLUWAFEMI DAMILARE.



### EDUCATION

- **ODUDUWA UNIVERSITY IPETUMODU, ILE-IFE, OSUN STATE**  
*Bachelor Degree in computer science, 2016*  
*Second Class Honor, Lower Division.*
- **INTERLINK POLYTECHNIC, IJEBU IJESHA, OSUN STATE**  
*National Diploma in Elect/Elect Eng, 2010*  
*Lower Credit.*

### PERSONAL SUMMARY

I seek to derive excellence, professionalism, and profitability within an organization in order to provide solutions that deliver high commercial value in the market place.

A well-seasoned sales and customer care executive.

### PERSONAL DETAILS

📍 3, Saka Oluguna Street, Maroko Ilaje, Ajah, Lagos State.

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☎ 08142233086

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✉ <https://www.linkedin.com/in/adeniyi-oluwafemi-12081063>



### EXPERIENCE

**GUARANTY TRUST BANK.**

2018- Till date



CPC building behind meadow hall school, Ikate, Elegushi, Lekki.  
4 BIS WAY Oniru. Opposite BIS Lekki.

**DEPARTMENT: PLATINUM SUPPORT REPRESENTATIVE.**  
**KEY RESPONSIBILITIES**

### CERTIFICATION/ COURSE

**National Youth Service Corps**

**Discharge Year:** 2018

**Certificate No:** A003792216

**Customer Service Tenets(GTBANK)**

**Year:** October 2020 – No Expiration Date.

**Fundamental Of Digital Marketing(Google Digital Skills for Africa)**

**Year:** June 2020- No expiration date

**Credential ID** WXJ6C5D9U

**HSE(Health, Safety and Environment) 1-3**

### NATIONALITY

Nigerian

- Build sustainable relationships and engage current and potential customer
- Handle over 80 customer interactions daily, giving detailed, personalized, friendly & polite service to ensure customer retention.
- Remained courteous and calm at all times, even during moments of intense customer displeasure.
- Memorized varieties of company products & services, including prices and special discounts.
- Learned how to use various work applications including Front and Zendesk customer service chat software.
- Comply with timelines as detailed under the organization manual
- Keep records of all conversations and update the CRM database and other databases in a comprehensible way.
- Record and relay to the right persons, all calls and inquiries via telephone, social media or online chat.
- Attend courteously and professionally to all customers.
- Ensure that their inquiries, issues or requests are attended to within the shortest possible time or as stipulated.
- Make outbound calls to aid bonding with clients. Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.

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## KEY COMPETENCIES AND SKILLS

- Good customer relationship and project management skills,
- Excellent team player
- Excellent communication and interpersonal skills
- Good persuasion skills and problem solver
- High morals and ethical standards
- Proficient with use of Microsoft office package.
- Microsoft office essentials (BASIS, E1 ACCESS MANAGER, CRM).

SCIENCE SECONDARY SCHOOL(NYSC) 2017-2018

📍 Ikara local government area, Kaduna state

**KEY RESPONSIBILITIES:** Class Teacher

GUARANTY TRUST BANK (Industrial Training) 2012-2013

📍 635, Akin Adesola, Victoria Island, Lagos.

**DEPARTMENTS:**

- Customer Information Service (CIS)
- Transaction Service Group (TSG)

**KEY RESPONSIBILITIES**

**CIS-** Help customers with complaints and questions, give customers information about products and services, take orders and process returns. Help understand the products, answering questions and provide solutions to customer complaints to fulfill the needs and to ensure customer satisfaction

**TSG-**These is where transactions take place where customer makes deposit/withdrawal, process payments.

CRUSADER STERLING PENSION LIMITED. 2011-2012

📍 No. 42, Adeola Hopewell Street, Victoria Island

**DEPARTMENT:** Marketing: (Customer Relation Officer)

**REFERENCE:** Available on request

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