

OLUWATOSIN TAIWO

CUSTOMER/CLIENT SERVICE SPECIALIST

Summary

A creative and collaborative Customer/Client service specialist with 6 years of experience. I specialize in customer service, company administration, writing and social media management.

Contact Info

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Address: Lagos, Nigeria.

Skills & Proficiencies

- Over 3 years experience in Relationship building.
- Strong background in communication, writing and customer service.
- Proven skills in event planning, training, cash handling, time management, and problem solving
- Computer skills include: Microsoft office, CRM and Canva.
- Social Media Management
- Professional communication skills include fluency in English.

Work Experience

Executive Assistant

Views investment limited (2022 -2023)

- Monitored all incoming and outgoing communication including emails, phone calls, reports and internal correspondence.
- Filled important documents, such as reports, meeting notes, emails and letters
- Acted as gatekeeper for internal and external contacts including vendors, colleagues clients and customers
- Conducted research and created reports on various topics based on the needs of the executive
- Planned and organized events on behalf of the executive
- Kept important information and documents organized physically and electronically.
- Maintained a high degree of discretion and confidentiality.
- Made travel, accommodation and logistics arrangements on behalf of the executive.

Partnership Manager

Emerging Homeland Development LTD (2021 -2022)

- Developed, enabled and monetized an expanding set of partners.
- Worked with partners and internal teams (sales, customer success, marketing, legal, product) to optimize joint selling and marketing strategies for driving revenue through the partner ecosystem
- Performed quarterly partner reviews of established goals.
- Monitored co marketing campaigns including the production of collateral, webinars and events.
- Took ownership for building the entire partnership function, including hiring a team and clearly communicating the value of other departments and leaderships

Partnership Executive
Propertypro.ng (2021 -2022)

- *Responsible for supporting company's partnership efforts*
- *Handling/managing partners inquires and concerns*
- *Exercised discretion and good judgement on behalf of both the company and the partners*
- *Was committed to high standard of partner care and service delivery.*

Customer Service Representative
Globacom, Ghana (2016 -2018)

- Responsible for getting information on problems of customers and handling their complaints
- Back-office assistance to center operations manager
- Provided product and service information to assist customers in making decisions about products to buy
- Handled cash, cashed cheque and serviced accounts.

Educational Background

Bachelor of Arts in Journalism

Institution: Jayee University College
(Accra, GH).

Interests



- Travelling
- Learning
- Reading

Reference

Available on Request