

# OLUWASEUN OJO

Oyo State, Nigeria  
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## PROFESSIONAL PROFILE

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Customer-focused professional with a proven track record in providing exceptional support across diverse communication channels. Skilled in promptly addressing customer inquiries through phone calls, emails, live chat, and ticketing systems. Adept at resolving issues, ensuring high customer satisfaction, and maintaining detailed records of interactions.

Collaborative team player with a commitment to delivering accurate and up-to-date information. Proactive in following up with customers to ensure their needs are met and issues are resolved effectively. Dedicated to continuous improvement, meeting performance metrics, and enhancing the overall customer support experience.

I am actively looking for a position in a unique, demanding, and value-driven workplace that will allow me to broaden my understanding of business operations and processes and acquire the knowledge, competences, and expertise I need to adapt to the needs and dynamics of the digital business world, where I am enthusiastic about providing value.

I bring the enthusiasm and initiative typical of a young professional, combined with good interpersonal, communication, planning, and organizational abilities, as well as experience in financial reporting, financial modelling, business intelligence, financial audits, and investigations, among other things.

## EDUCATIONAL QUALIFICATIONS

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### **Bachelor's degree in Business Entrepreneurial**

January 2019

Federal university of Agriculture Abeokuta - Ibadan Second-Class  
lower Division, with Honours

### **CAC grammar school**

June 2006

Senior School Leaving Certificate

## PROFESSIONAL QUALIFICATIONS

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**Associate degree in Customer service representative**

October 2019

Coursera

## CERTIFICATIONS AND LICENSES

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**Business Administration**

Feb 2019 to Present

**Nigeria youth service Corp**

July 2020 to Present

**Job Berman soft skills**

Feb 2020 to Present

**Customer service representative**

Feb 2020 to Present

## PROFESSIONAL WORK EXPERIENCE

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**Hephzibah venture (remote) – Ibadan**

Jan 2022 to Sept 2023

**Customer Service Representative**

- Customer-focused and highly adaptable customer service representative with a proven track record of delivering exceptional support and assistance to clients.
- Proficient in resolving inquiries, complaints, and issues efficiently and courteously.
- Strong communication skills, both verbal and written, with the ability to explain complex concepts in a clear and understandable manner.
- Experienced in using CRM systems and maintaining accurate records.
- Skilled at building positive relationships with customers, ensuring satisfaction, and promoting brand loyalty.
- Committed to providing outstanding service and contributing to a positive customer experience.

**Fiverr (remote)**

Jan 2018 to March 2022

**Freelance business writing**

- Accomplished business writer with a demonstrated ability to convey complex ideas clearly and concisely.
- Proficient in crafting various types of business documents, including reports, proposals, and correspondence.

- Skilled in conducting thorough research and analysis to provide well-informed and persuasive content.
- Strong attention to detail and a commitment to maintaining high-quality standards in all written materials.
- Effective communicator and collaborator, capable of working with cross-functional teams to meet project objectives.
- Hi to delivering documents that enhance organizational communication and contribute to business success.

### **Senior benefit – Ibadan**

Sept 2018 to Jan 2022

#### **Customer service representative (remote)**

- Respond promptly and professionally to customer inquiries via phone, email, live chat, and ticketing systems.
- Resolve customer issues, concerns, and complaints effectively and efficiently, ensuring a high level of customer satisfaction.
- Provide accurate and clear information to customers regarding products, services, and policies.
- Document and maintain detailed records of customer interactions and issues in the CRM system.
- Collaborate with cross-functional teams to escalate and resolve complex customer problems.
- Proactively follow up with customers to ensure that their issues are fully resolved and their needs are met.
- Stay up-to-date with product knowledge and company policies to provide accurate and up-to-date information to customers.
- Handle a high volume of customer inquiries while maintaining a positive and professional demeanor.
- Identify opportunities for process improvement and contribute to enhancing the overall customer support experience.
- Meet or exceed performance metrics, including response times, resolution times, and customer satisfaction ratings.

### **Intensive academy – Niger**

August 2018 to July 2019

#### **Tutor**

- Results-oriented tutor with a history of success in enhancing students' academic performance.
- Proficient and adept at simplifying complex concepts for easy comprehension.
- Known for fostering positive and productive learning experiences through patience, encouragement, and personalized guidance.

- Skilled in identifying and addressing individual learning gaps, resulting in significant grade improvements.
- Committed to empowering students to achieve their full potential academically while nurturing a love for learning.

**The Answer School – Ibadan**

July 2008 to Sept 2014

**Tutor**

- Experienced and dedicated tutor with a proven track record of fostering academic growth in students.
- Skilled in tailoring teaching methods to individual learning styles, resulting in improved grades and confidence.
- Effective at creating engaging lesson plans and maintaining a supportive and motivating learning environment.
- Committed to helping students achieve their educational goals and excel in their studies.

**Translator**

- Experienced in translation of English language to Yorùbá language
- [https://www.translationdirectory.com/translators/english\\_yoruba/oluwaseun\\_ojo.php#google\\_vignette](https://www.translationdirectory.com/translators/english_yoruba/oluwaseun_ojo.php#google_vignette)

**TECHNICAL SKILLS AND COMPETENCE**

- Strong analytical skill with a keen attention to detail.
- Demonstrated ability to lead others.
- Proven ability to work effectively under little or no supervision.
- Self-responsibility and eagerness to learn.
- Strong academic background in finance with a good knowledge of core finance principles.
- Self-initiative and positive attitude.
- Strong data management, research, analytical, and quantitative skills.
- High proficiency in Microsoft Word, PowerPoint, and Excel.
- Extensive experience in customer Service, customer Support and organization skill