

# Ifeoluwa Sarah Olaleke

Customer Service, Admin/Front Desk Professional

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## PROFILE SUMMARY

Result-driven and service-oriented professional, offering years of progressive work experience in customer service, hospitality and administrative role. A lady with knowledge of human satisfaction and tolerance, with proven ability to interact with people from different cultural backgrounds. Consistently demonstrated excellent skills in delivering service at the highest quality standard and ensuring customer satisfaction at all times. Willing to join a reputable organization in this country and elsewhere in this region, in which her areas of expertise will add significant values to the organization.

### **STRENGTHS**

- ❖ Well experienced professional
- ❖ Record of past achievements
- ❖ Good administrative skills
- ❖ Excellent communicator
- ❖ Strong customer relation
- ❖ Resourceful & adaptive
- ❖ Proficiency in MS Office

## EDUCATION

**Bachelor of Tourism Studies (Hospitality & Tourism Mgt.)** National Open University Nigeria **2018**

**High School Certificate (Sciences)** Unique minds International College Nigeria **2010**

## EXPERIENCE SNAPSHOT

Promoter/Sales cum Customer Service, Legoland Picsolve, Dubai	2019 till date
Front Desk Executive/Customer Service, PJJ Tech. Consultancy, Dubai	2019 - 2019
Customer Service/Sales Personnel, Slot Systems, Lagos Nigeria	2015- 2018
Front Desk Officer/Admin, Physical Planning Unit FUNAAB, Ogun State Nigeria	2013-2014
Customer Service Representative, Guaranty Trust Bank, Abeokuta Nigeria	2011- 2013

## AREAS OF EXPERTISE

- Capable of building productive relationships.
- Customer service excellence
- Expertise in analyzing and resolving complex issues.
- Document accurate notes for all account interactions.
- Diffusing client issues with fact and care.
- Handling customer problems, inquiries and complaints
- Answering billing questions and addresses payment issues.
- Multi task in a high volume, high stress environment.

## JOB ROLES

- Attended to customer on the note of priority and responded to their queries
- Chased customers to meet daily target individually and for the team as a whole
- Attracted customers to the product and convinced them to opt for the best
- Gave good advice on products to opt for as the customers request
- Kept records of customer interactions, process customer accounts and file documents
- Followed communication procedures, guidelines and policies
- Sold and introduce both existing and new goods to asking customers
- Went extra miles to engage customers in productive conversations
- Resolved customer complaints via phone, email, mail or social media and also in office
- Used telephones to reach out to customers and verify account information
- Greeted customers warmly and ascertained problem or reason for calling
- Acted as the first point of contact on behalf of the company to new and existing clients.
- Highly proficient in providing first class customer experience resulting to satisfaction, loyalty and referral business.
- Responded professionally to customer inquiries, provided them necessary information or direct requests to others who can supply the necessary information or service.
- Understood company's culture, products & services, ethical initiatives, including other areas of the business and demonstrate in everyday customer dealings.
- Resolved all customer complaints in a prompt manner consistent with company policy and with customer satisfaction in mind.

## CERTIFICATES AND AWARDS OBTAINED

2016	<b>Advanced Learning Interactive Systems Online</b> Certificate in Customers Service Relations Capernaum 383734 (ALISON) Galway, Ireland
2016	<b>Advanced Learning Interactive Systems Online</b> Advance Diploma in Tourism and Hospitality Mgt. Capernaum 383734 (ALISON) Galway, Ireland
2017	<b>Advanced Learning Interactive Systems Online</b> Diploma in International Tourism with English Language Studies Capernaum 383734 (ALISON) Galway, Ireland

## PERSONAL DETAILS

Nationality	:	Nigerian
Date of Birth	:	21st of Oct. 1993
Marital Status	:	Married
Visa Status	:	Husband Visa (Residence)
Language	:	English, French and other African Languages

## REFERENCE

Available on request