Faith Adepeju Oni
Middle Faith Adepeju Oni

SUMMARY

Software engineer with a strong engineering background and 2+ years of experience in the field. Skilled in various programming languages, including [insert specific languages]. Proficient in using [insert specific tools and technologies]. Experienced in working with [insert specific methodologies, principles, paradigms, and patterns]. Knowledgeable in SDLC and software development practices. Strong technical expertise in [insert specific domains]. Achievements include [insert specific achievements]. Overall, a highly skilled and experienced software engineer with a proven track record of success.

TECHNICAL SKILLS

Main Technical Skills	Customer Service (2 yr.), Problem Solving (2 yr.), Salesforce
Salesforce Ecosystem	Salesforce
Collaboration, Task & Issue Tracking	FreshDesk
Project Management & Administration	Problem Solving (2 yr.)
Platforms	Salesforce, Zendesk

WORK EXPERIENCE

Appointment Setter/Cold Caller, Appointment Setter/Cold Caller

Duration: 05/2023 – Present
Summary:

- Initiated outbound calls and emails to prospective clients, effectively introducing company products and services
- Overcame objections and concerns through clear communication, building rapport and trust with the leads
- Qualified leads based on established criteria, identifying genuine prospects for further engagement
- Scheduled appointments and follow-up meetings between prospective clients and CEO, ensuring seamless communication
- Maintained accurate and organized records of interactions and outcomes using HubSpot CRM
- Collaborated closely with the CEO & other teams, providing valuable insights to enhance lead conversion rates
- Effectively followed up with already booked clients to ensure there are no stuck leads in the pipeline

Responsibilities: Initiated outbound calls and emails, overcame objections, qualified leads, scheduled appointments and follow-up meetings, maintained records, collaborated with CEO and other teams, followed up with booked clients
Technologies: HubSpot CRM

Appointment Setting Specialist, Appointment Setting Specialist

Duration: 01/2023 – 04/2023
Summary:

- Handled 50+ calls daily and covered all areas of responsibility as a single person appointment setter
- Made outbound calls to introduce company services to potential clients
- Scheduled appointments for CEO to meet with potential clients
- Followed up with leads to ensure timely and accurate scheduling of appointments
- Maintained accurate records of all appointments and communication with potential clients
- Consistently exceeded weekly appointment setting target quota by at least 60%

Responsibilities: Handled calls, made outbound calls, scheduled appointments, followed up with leads, maintained records, exceeded appointment setting target quota

Online English Tutor, Online English Tutor

Duration: 11/2021 – 01/2023
Summary:

- Taught English as a Second Language to nonnative
- Prepared materials for teaching beginner to advanced level English learners
- Helped students to prepare for exams, tests, interviews, etc
- Created metrics to measure students' progress and improvements

Responsibilities: Taught English as a Second Language, prepared teaching materials, helped students prepare for exams and interviews, created metrics to measure progress

Online English Tutor, Online English Tutor

Duration: 06/2020 – 06/2022
Summary:

- Taught English as a Second language to nonnative English learners/speakers and handled an average of 15 classes per day
- Prepared materials for teaching beginner to advanced level English learners
- Measured and ensured notable progress and improvement in the students' learning goals

Responsibilities: Taught English as a Second Language, prepared teaching materials, measured progress and improvement

Customer Service Representative/Intake Specialist, Customer Service Representative/Intake Specialist

Duration: 05/2020 – 02/2021
Summary:

- Handled 75+ calls daily and covered all areas of responsibilities as a 5-person customer service team

- Resolved customer issues by providing appropriate solutions and escalating complex issues to relevant departments
- Collaborated with other departments to ensure timely resolution of customer issues
- Utilized Salesforce and Zendesk to manage customer interactions, track customer issues, and fill out customer applications
- Received 97% customer satisfaction rating and application success, contributing to a 12% decrease in unsatisfied claimants in 2020

Responsibilities: Handled calls, resolved customer issues, collaborated with other departments, utilized Salesforce and Zendesk, received customer satisfaction rating, contributed to decrease in unsatisfied claimants
Technologies: Salesforce, Zendesk

Call Center Representative/Prequalification Agent, Call Center Representative/Prequalification Agent

Duration: 01/2019 – 05/2020
Summary:

- Handled 100+ calls daily and covered all areas of responsibilities as an 8-person customer service team
- Signed new claimants, retrieved claimant's data, promoted service information
- Utilized Google Sheets and Salesforce to manage customer interactions and track customer issues
- Assisted customers with product inquiries and provided recommendations based on their needs
- Received a 95% customer satisfaction rating, contributing to a 10% decrease in unsatisfied claimants in 2019

Responsibilities: Handled calls, signed new claimants, retrieved claimant's data, promoted service information, utilized Google Sheets and Salesforce, assisted customers, received customer satisfaction rating, contributed to decrease in unsatisfied claimants
Technologies: Google Sheets, Salesforce

EDUCATION

- **Air Force Institute of Technology, Kaduna**
  PG Diploma Aerospace Engineering
  10/2017 - 7/2018
- **Federal University of Technology, Minna**
  Bachelor of Technology Physics/Electronics
  01/2011 - 12/2015