

ONI FAITH ADEPEJU

Junior Customer Service Representative

SUMMARY

As a customer service representative, the candidate has a strong background in customer satisfaction. They have 2+ years of experience in the customer service industry, demonstrating their ability to communicate effectively and solve problems. Key technical skills include proficiency in customer service tools such as Salesforce, Microsoft Office Suite, Five9 Dialer, Zendesk, Freshdesk, HubSpot, GoHighLevel, and RingCentral. They are also a 65WPM typist and have strong analytical and problem-solving abilities. The candidate is an excellent team player with attention to detail and multitasking skills. They have advanced written and oral communication skills in English and Yoruba. Overall, the candidate's profile showcases their hands-on expertise, problem-solving background, customer service education, and general work experience in customer service. They have a strong skill set in various software tools and possess the necessary qualities to excel in a customer service role.

TECHNICAL SKILLS

Main Technical Skills	Customer Service (2 yr.), Call Handling (2 yr.), HubSpot (2 yr.)
Salesforce Ecosystem	Salesforce (2 yr.)
Soft Skills	Attention to Detail
Collaboration, Task & Issue Tracking	FreshDesk
Platforms	HubSpot (2 yr.), Salesforce (2 yr.), Zendesk (2 yr.)
Project Management & Administration	Problem Solving (2 yr.)
Other Technical Skills	Effective Team Player, Empathetic, Five9 Dialer (2 yr.), GoHighLevel (2 yr.), Microsoft Office Suite (2 yr.), RingCentral (2 yr.)

WORK EXPERIENCE

Remote, Appointment Setting and Lead Generation

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: Appointment Setter/Cold Caller

Technologies: HubSpot CRM

Remote, Appointment Setting

Duration: 01/2023 – 04/2023

Summary:

- Handled 50+ calls daily and covered all areas of responsibility (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: Appointment Setting Specialist

Remote, English Language Teaching

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: Online English Tutor

Remote, English Language Teaching

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: Online English Tutor



Abuja, Nigeria, Customer Service

Duration: 05/2020 – 02/2021

Summary:

- Handled 75+ calls daily and covered all areas of responsibilities (5-person customer service team)
- Resolved customer issues by providing appropriate solutions and escalating complex issues to relevant department
- 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 application
- Filled out applications for new signups, gathered claimant information, identified claimants'/customers' needs and clarified issues
- Received 97% customer satisfaction rating and application success, contributing to a 12% decrease in unsatisfied claimants in 2020

Responsibilities: Customer Service Representative/Intake Specialist

Technologies: Salesforce, Zendesk

Kaduna, Nigeria, Customer Service

Duration: 01/2019 – 05/2020

Summary:

- Handled 100+ calls daily and covered all areas of responsibilities (8-person customer service team)
- Signed new claimants, retrieved the 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: Call Center Representative/Prequalification Agent

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

