

Bukola Caroline Ogunsanya

Professional Summary

An experienced and reliable customer service officer with extensive experience and a strong dedication to assisting customers to resolve issues and cultivate a positive image of the company.

Ogunsanyabukola27@gmail.com
+2349032545953
Akilapa Estate, Ibadan, Oyo State.

Skills and qualities

- Effective team-working abilities and good interpersonal skills
- Excellent Communication Skills (Speaking, Writing and Presentations)
- Personal Mastery
- Decision making
- Leadership
- Teamwork

Education and Training

B.Sc Sociology

Ekiti State University
(Second Class Upper)
09/2016 - 02/2021

Secondary School Leaving Certificate

Ekiti Methodist High School
08/2009 – 08/2015

Work History

Sage Grey

Customer Care Representative / Call Center Agent

02/2024 – 05/2024

Ibadan, Oyo State

Tasks

- Handling incoming calls from customers seeking assistance, information, or support for products or services.
- Handling customer inquiries, complaints, or feedback via email, and providing appropriate responses or resolutions.
- Assisting customers in resolving technical problems, product malfunctions, or service disruptions.
- Taking orders from customers, verifying details, and ensuring accurate processing and delivery.
- Providing support to customers during the sales process, including product recommendations, upselling or cross-selling, and assisting with the purchasing process.

Reference: Mrs David - 08102230749

Celloux Digitalz

Customer Care Representative

03/2023 - 01/2024

Ibadan, Oyo State

Tasks

- Handle sales transactions.
- Attend to customer's complaints and enquiries
- Ensure all financial reports and transactions are processed accurately and in timely manner.

Reference: Mr Tunde - 09051510178

All Saints College (NYSC)

Class Teacher

April 2022 – February 2023

Ibadan, Oyo State

Tasks

- Planning and delivery of lessons in line with the school curriculum.
- Monitoring, evaluating and reporting of students' progress
- Planning and organising of extracurricular programs.

Reference: Mrs Ibe – 08067905653

Certifications

National Youth Service Corp
(NYSC) Certificate (03/2022 -
03/2023)

Project Management (Practice,
Planning, Scheduling and

Resource Management) (06/2023

Alison Course

Language

English

Yoruba

Interests

Travels

Research

Human Relations

Paul Sucre Apparels

Customer Care Representative

August 2021 _March 2022.

Yaba, Lagos.

Tasks

- Handling of customer complaints.
- Provision of appropriate solutions and alternatives within the time limits.

Reference: Mr Aransiola Oluwaseun Paul _ 07059332098

MODV Accessories

Personal Assistant

08/2020 - 01/2021,

Ikeja, Lagos State

Tasks

- Answering phone calls.
- Handling requests and queries appropriately.
- Acted as the point of contact between the manager and clients. Schedule meetings.

Reference: Mrs Olaiya - 07034929918