

ADE ANIFOWOSHE

CUSTOMER REPRESENTATIVE

Oakville, ON | adewunmianif@gmail.com | 647-261-2330

EDUCATION:

| | | | | |
|---|---------------------|--|--|------|
| • | Postgraduate Degree | | Human Resource Management | 2025 |
| • | Postgraduate Degree | | Planning studies (Urban & Regional Planning) | 2015 |
| • | Bachelor of Science | | Political Science | 2012 |

CERTIFICATIONS:

| | | | | |
|---|--|--|-----------------|------|
| • | Certified ScrumMaster (CSM)® | | Scrum Alliance® | 2022 |
| • | Project Management Professional (PMP)® | | PMI® | 2022 |

SUMMARY:

Customer-focused professional with a proven track record of boosting sales, improving customer satisfaction, and driving business outcomes. With expertise in CRM software, call centre operations, and employee relations, I excel in fast-paced environments, prioritizing exceptional customer experiences. My strong background in human resource management, project management, and customer representation makes me a great fit for Customer Representative roles that require a unique blend of customer service, operational expertise, and business acumen.

SKILLS:

Proficient in utilizing industry-leading software and knowledge including: HubSpot Service Hub, Zendesk, Freshdesk, Intercom, Call Analytics, Call Centre Software, Microsoft Office (Excel, Word, PowerPoint, Outlook, Microsoft Teams).

- **Customer-Centric Approach:** Dedicated to delivering exceptional customer experiences through active listening, empathy, and personalized solutions, resulting in increased customer loyalty and retention.
- **Exceptional Communication:** Ability to clearly articulate complex ideas, negotiate effectively, drive sales, and build strong relationships with diverse teammates, clients, and stakeholders.
- **Strong Problem-Solving and Conflict Resolution Skills:** Skilled in analysing and managing complex issues, identifying solutions, and resolving conflicts in a fair and timely manner, resulting in high customer satisfaction rates and improved brand loyalty.
- **Proficient in CRM Software and Microsoft Office Suite:** Experienced in utilizing CRM software to manage customer interactions, track sales, and analyse customer data, as well as proficient in Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook, to efficiently manage workflows and communicate with stakeholders.

WORK EXPERIENCE:

Ogunbo Global Inc. | Customer Service Representative | Oakville, ON, Canada 2024 - Present

Responsibilities:

- Managed communications in a front office environment between clients and staff.
- Handled inbound customer service calls, chats, and emails, exceeding customer's expectations
- Demonstrated great analysis by analysing clients' requirements and resolve complaints efficiently.
- Developed rapport with the customer base by handling difficult issues with empathy and professionalism.
- Encouraged existing clients and potential clients to further strengthen their relationship with the company.
- Scheduling and coordinating clients' appointments and responding to inquiries in diplomatic and tactful manner.
- Liaised between the clients and the company, providing product and services information.
- Collaborated with internal teams to develop and implement customer-centric solutions, resulting in a 55% increase in customer satisfaction ratings.
- Coordinated with internal teams to drive customer-centric improvements, including developing solutions that increased customer satisfaction ratings by 35% and gathering feedback to inform product and service enhancements.

- Develop and maintain strong relationships with customers using company's sales enablement software to provide personalized solutions and drive total revenue growth by 30%.
- Consistently received positive customer feedback and high customer satisfaction ratings, with a 95% customer retention rate.
- Leverage sales analytics tools to optimize sales strategies and improve conversion rates.

Glo-Muna Inc. | Client service representative | Mississauga, ON, Canada

2020 - 2024

Responsibilities:

- Built and maintained strong relationships with clients through regular communication, needs assessment, and tailored solutions.
- - Developed and implemented client service strategies to enhance client satisfaction, retention, and growth.
- - Managed client expectations by providing clear and concise information, setting realistic goals, and delivering high-quality service.
- - Provided strategic guidance and support to clients, identifying opportunities for growth and improvement.
- - Ensured seamless client onboarding by coordinating with internal teams, developing customized plans, and delivering exceptional service.
- - Analysed client feedback and concerns, identifying trends and areas for improvement to drive service enhancements.
- - Collaborated with cross-functional teams to resolve client issues, improve processes, and drive business growth.
- - Monitored and reported on client satisfaction metrics, using data to inform service improvements and optimize client relationships. Fostered long-term client partnerships by delivering exceptional service, providing strategic guidance, and driving business growth.
- - Conducted regular client reviews to assess satisfaction, identify areas for improvement, and develop tailored solutions.
- - Developed and maintained client service standards, ensuring consistency and excellence in service delivery.
- - Managed client escalations by resolving complex issues, providing timely updates, and ensuring client satisfaction.
- - Identified and pursued new business opportunities with existing clients, driving revenue growth and expanding relationships.
- - Collaborated with internal stakeholders to develop and implement client-focused initiatives, improving service delivery and driving business results.
- - Analysed client data and trends to inform service strategies, improve client outcomes, and drive business growth.
- - Mentored and coached junior team members on client service best practices, ensuring consistency and excellence in service delivery.

Madison Estates | Customer Service Representative | Oakville, ON, Canada

2017- 2020

Responsibilities:

- Use Zendesk to respond promptly to customer inquiries and resolve issues in a timely and professional manner.
- Boosted sales by 75% through targeted initiatives, including regular feedback sessions, recognition programs, and team-building activities, to create a more positive and productive work environment.
- Meet or exceed monthly sales targets by effectively communicating product value and benefits to customers.
- Utilize Freshdesk to manage customer support tickets and ensure timely resolution of customer issues
- Leverage Five9 call centre software to handle high-volume customer calls and provide exceptional customer service.
- Collect and provide feedback to internal teams to improve products, services, and overall customer experience.
- Fully understanding the customer's concerns and needs.
- Showing compassion and acknowledging customers feelings
- Providing accurate and effective solutions to customers concerns and requests. Collaborated with internal teams to develop and implement customer-centric solutions, resulting in a 25% increase in customer satisfaction ratings.
- Coordinated with internal teams to drive customer-centric improvements, including developing solutions that increased customer satisfaction ratings by 25% and gathering feedback to inform product and service enhancements.
- Develop and maintain strong relationships with customers using sales enablement software to provide personalized solutions and drive total revenue growth by 30%
- Consistently received positive customer feedback and high customer satisfaction ratings, with a 95% customer retention rate.
- Leverage sales analytics tools to optimize sales strategies and improve conversion rates.

