

# OLAJIDE TEMITOPE

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## PROFILE SUMMARY

Highly dedicated and empathetic Customer Care Professional with 5+ years of experience excelling in high-volume contact centre environments. Proven ability to handle an average of 100+ daily customer interactions while consistently achieving service KPIs and quality standards. Expert in active listening, de-escalation, and utilizing decision-support tools (CRM/Call Tracking) to provide First Call Resolution. Committed to maximizing every interaction to build rapport, cross-sell/up-sell, and deliver exceptional service that drives customer satisfaction and retention.

## CORE SKILLS

- **Communication & Service:** strong verbal and written communication, active listening, empathy, patience, rapport building, and de-escalation.
- **Systems & Technology:** Proficient call tracking database management, and Microsoft Office Suite.
- **Operational Excellence:** KPI adherence, first call resolution (FCR), high call-volume management, time management, and process improvement.
- **Compliance & Detail:** Data accuracy, conflict resolution, and adherence to internal policies and procedures.

## WORK EXPERIENCE

### CLIENT SERVICES COORDINATOR (Customer-Centered Role) | RHEMA EYECARE, Waterloo ON (Contract) | June 2025 – Oct. 2025

- Served as the primary client contact, answering and directing phone calls while providing high-quality frontline service by greeting and welcoming patients.
- Worked collaboratively as a team to manage clinic flow, ensuring a high quality standard for patient experience and administrative tasks.
- Managed appointment scheduling and confirmation systems, resulting in optimized patient throughput and minimized waiting times.
- Demonstrated empathy and patience while helping patients with frame and lens selection, offering customized recommendations and solutions to ensure high customer satisfaction.
- Tracked, documented, and retrieved information accurately when processing insurance claims and updating patient payment history, demonstrating strict adherence to policies and procedures.

## **CUSTOMER SERVICE SUPPORT | EMDEE PHARMACY | Dec 2024 – May 2025**

- Routinely worked in a high call-volume contact centre environment, successfully answering an average of 200+ calls and client enquiries via phone and email daily.
- Probed for understanding and clarified complex requirements for over 1000 prescriptions, ensuring data accuracy and dispensing correctly with zero error.
- Utilized active listening and empathy skills to answer phone calls in a courteous manner, building rapport and referring customers to senior staff or practitioners when necessary.
- Carried out customer surveys to gather feedback, using results to modify processes and proactively offer appropriate solutions that create high customer satisfaction.

## **COMPLIANCE ASSOCIATE | LIFESTORES PHARMACY | March 2022 – May 2024**

- Directly impacted over 60% increase in customer retention by delivering individualized services and recommendations, ensuring service delivered met internal KPIs for customer loyalty.
- Trained new staff and office assistants on the use of payment software and essential customer service etiquette, promoting a consistent and professional team approach.
- Proficient in utilizing Salesforce CRM software to support compliance and prepare accurate reports for line management.

## **CUSTOMER SERVICE SUPPORT | LIFESTORES PHARMACY | March 2020 – Feb 2022**

- Achieved a high rate of First Call Resolution by clarifying customer needs and utilizing internal decision-support tools and published materials to resolve subscriber's queries and requests.
- Identified and maximized opportunities to cross-sell and up-sell by recognizing customer needs and proactively offering additional services and products.
- Tracked and documented all customer interactions within the call tracking database (systems and applications) to provide comprehensive records for future interactions.
- Consistently adhered to client's policies, procedures, and industry compliance regarding customer information and service delivery.

## **EDUCATION & CERTIFICATIONS**

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**Bachelor of Pharmacy University of Lagos | June 2020**

Virtual Assistant Certificate, Alx | October 2024

Customer Care Service for Health Care Professionals | Oct 2021