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Professional Summary

Experienced Customer Service Representative skilled in resolving complex customer issues, providing technical troubleshooting, and utilizing Salesforce CRM to manage customer interactions. Proficient in Microsoft Office Suite and adept at improving customer satisfaction through effective communication and problem-solving. Committed to delivering exceptional service and contributing to process improvements.

Technical Skills

- Salesforce CRM: Customer Interaction Management
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Customer Support & Troubleshooting
- Technical Troubleshooting
- Communication & Team Collaboration
- Insurance Policy & Claims Management

Professional Experience

Case Manager | Hyundai Motor America *October 2023 - March 2025*

- Managed escalated vehicle repair cases, rental reimbursements, and goodwill requests.
- Utilized Salesforce CRM to access customer data and document case interactions.
- Coordinated with dealerships to expedite back-ordered parts and ensured timely resolutions.

Concierge Support Advisor | Aspire Lifestyles *September 2022 - September 2023*

- Provided personalized assistance to high-profile clients via phone, email, and chat, promptly addressing inquiries and requests.
- Made dining, entertainment, and travel reservations based on client preferences and program requirements.
- Recommended local attractions, events, and services tailored to client interests to enhance their experience.
- Acted as the primary point of contact for clients, ensuring seamless communication and professional service delivery.
- Documented customer interactions in Salesforce CRM to track requests and ensure accurate follow-ups.

Technical Support Analyst | Concentrix Canada *November 2020 - August 2022*

- Provided technical support for Apple products via phone, email, and chat, using a knowledge base for troubleshooting.

- Escalated out-of-scope issues while maintaining follow-ups to ensure resolution and customer satisfaction.
- Consistently achieved over 90% customer satisfaction (CSAT) score throughout tenure.
- Documented customer interactions and identified recurring technical issues, contributing to process improvements.

Insurance Customer Service Representative | Active Care Management *February 2019 - October 2020*

- Assisted clients with travel insurance policy inquiries, explaining coverage details, benefits, and exclusions.
- Processed and managed new policy applications and handled customer claims for trip cancellations, medical emergencies, and other travel-related issues.
- Provided guidance and support to clients experiencing emergencies abroad, coordinating with international assistance providers.
- Maintained detailed and accurate records of all client interactions, policy changes, and claim statuses in the company's CRM system.
- Resolved customer complaints effectively, ensuring a high level of client satisfaction and retention.

Technical Support Analyst | Sutherland Global Services *April 2017 - January 2019*

- Provided technical support for AT&T products via phone, email, and chat, troubleshooting hardware and software issues systematically.
- Diagnosed and resolved technical issues by leveraging internal knowledge bases and tools, ensuring prompt solutions.
- Escalated complex issues to senior teams, maintaining follow-ups to ensure resolution and customer satisfaction.
- Documented customer interactions in the CRM system, identifying recurring technical issues for process improvements.

Education

Bachelor of Computer Information Systems *University of Windsor | Graduated: 2018*