

JOY ADEYEYE

Toronto, ON

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PROFILE

Enthusiastic and customer-focused professional with 3+ years of experience in service-oriented roles across call centers, retail, and hospitality. Skilled in building strong customer relationships, meeting performance targets, and handling high call volumes with professionalism and empathy. Adept at navigating on-screen systems, managing multiple tasks efficiently, and contributing to team success in fast-paced environments. Excited to grow within a dynamic company that values performance and development.

RELEVANT EXPERIENCE

Customer Service Representative

Line One Contact Centres | Remote (Toronto, ON)

Jan 2024 – Dec 2024

- Represented clients including Scotiabank through outbound calls to existing customers, promoting financial products and services.
- Maintained high call quality by adhering to scripts, building rapport, and effectively identifying customer needs.
- Consistently met or exceeded sales and service performance metrics.
- Used CRM systems and on-screen software to document interactions and update account details in real-time.
- Participated in ongoing coaching and development workshops to improve persuasion and communication skills.

Customer Service Associate / Host

Old Navy Café | Toronto, ON

Feb 2023 – Jan 2024

- Greeted and assisted guests, managed seating, and provided prompt responses to inquiries.
- Handled transactions and reconciled cash at end of shifts.
- Developed communication skills under pressure during peak service hours.

Food Service Associate

Sept 2021 – Sept 2023

- Processed 200+ customer transactions daily with accuracy and attention to detail.
 - Maintained food safety standards and provided friendly service in a high-volume environment.
 - Trained new staff on POS systems and customer service procedures.
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EDUCATION

High School Graduate — 2023

SKILLS

- Outbound & Inbound Calling
- Sales & Customer Retention
- CRM & Call Center Software
- Verbal & Written Communication
- Script Adherence & Persuasion
- Microsoft Office Suite
- Time Management & Multitasking
- Confidentiality & Professionalism
- Bilingual