

Ibukun Atilola O.

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SUMMARY

I have more than 3 years of experience in administrative and customer services. I am detail-oriented and dedicated to driving client success and providing exceptional service. I thrive in fast-paced, high-volume work environments and excel in collaborating with internal and external stakeholders through superior communication and interpersonal skills. My expertise lies in supporting both my superiors and clients with a strong work ethic and a passion for exceptional customer service.

EXPERIENCE

Customer Service Representative and Decoration Specialist

July 2024 - Till date, Burnaby, BC.

Stormtech Performance Apparel

- Provided front-line customer support through email and phone, ensuring prompt, professional responses and resolution of inquiries.
- Managed order entry, documentation, and record keeping with high accuracy, supporting daily administrative and operational workflows.
- Coordinated communication between departments (Sales, Production, and Distribution) to ensure timely order processing and issue resolution.
- Handled sensitive customer data, maintained up-to-date records in CRM systems, and generated reports as needed.
- Scheduled and prioritized tasks in a fast-paced environment, ensuring deadlines were consistently met.
- Supported branding requests by reviewing artwork, preparing documentation, and liaising with internal teams to fulfill client specifications.

Customer Service Representative

September 2021 - March 2023, New Westminster, BC.

Aritzia

- Assisting customers with seamless phone payments, swiftly resolving order issues, and delivering exceptional support as required.
- Proactively communicating and collaborating with relevant departments to consistently exceed company goals.
- Expertly managing and resolving an average of 50+ customer inquiries daily.
- Consistently providing comprehensive assistance, resulting in a remarkable 95% customer satisfaction rating over a 12-month period.

Client Service Representative

July 2019 - February 2021, Winnipeg, MB.

Concentrix

- Dedicated liaison for exceptional service.
- Bridging the gap between the customer needs and the company's solutions promptly.
- Personalized assistance and a commitment to exceeding expectations.
- Consistently completed 100% of daily assigned outbound calls and produced over 20% conversion rate.
- Handled client concerns with their Apple devices. Created, updated, and managed client's accounts and information.

Administrative Assistant

January 2018 - June 2019, Lagos, Nigeria.

Partner Mobile

- Proficiently managed administrative tasks, such as scheduling appointments, organizing meetings, handling correspondence, maintaining records, and providing general office support.
- I increased departmental efficiency by creating and developing additional data to track, analyze, and report performance and sales data.
- I also developed and updated spreadsheets and databases with client information. I performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff, and greeting visitors.
- I prepared packages for shipment, pickup, and courier services for prompt delivery to customers.

EDUCATION

Diploma in Fashion Design

Visual College of Arts and Design • Vancouver, BC • 2024

Bachelor of Arts / Theatre Arts

Minor in Psychology, International Relations, Mass Communication • Redeemers University • Osun state, Nigeria • 2017

SKILLS

Microsoft Office Suite (word, excel, powerpoint, access and outlook)
Macintosh/ windows System / CRM

Technical Skills: Time management, Problem solving, Coordination, Multitasking, Attention to details, Communication skills (both written and verbal), Organization skills, Critical thinking, Networking, Scheduling, Project management, Decision-making, Networking, Being a team player, Persuasion, Data entry, Discretion, Technology proficiency.