

OLAYINKA SAMUEL OMOBOMI

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SUMMARY

Highly motivated and customer-centric professional with over five years of experience providing exceptional customer service and support. Adept at handling customer inquiries, resolving issues efficiently, and ensuring high customer satisfaction. Proficient in utilizing CRM software such as Salesforce and other customer service tools to manage and analyze customer interactions.

TECHNICAL SKILLS/CERTIFICATIONS

- Proficient with Salesforce, ServiceNow and Service Desk
- Proficient with Microsoft Outlook, Word, Excel and PowerPoint
- Experience developing and implementing solutions across multiple businesses
- Excellent communication and problem-solving skills and empathy
- Experience utilizing Excel for imports and exports of data with the ability to perform moderately complex tasks, such as working with large data sets, pivot tables, and data visualization.
- Handle complex clerical, administrative, technical, or customer support issues under minimal supervision while escalating only the most complicated problems to the appropriate staff.
- Receive and process clerical and administrative change requests following defined policies and procedures.
- Paying utmost attention to details
- Work independently to assist callers with tailored support to meet their needs.
- Quickly and thoughtfully handle complex and escalated issues from representatives and customers.
- Effectively responds to customer requests, including but not limited to service changes, and may involve cross-functional assistance in investigating and resolving matters.
- Exhibit a high quality, productivity, and efficiency level consistent with continuous quality improvement.
- Performs other job-related duties as assigned or apparent.
- Inquisitive, agile, and strong team player with excellent written, verbal, and interpersonal communication skills

PROFESSIONAL EXPERIENCE

Olu Consulting, TEXAS

(May 2023 – April 2025)

Support Analyst (Remote)

- Worked with administrators, developers, and architects to design, document, test, and deploy updates to Salesforce
- Managed Salesforce roles, profiles, queues, sharing rules, permission sets, groups, hierarchy, and field-level security for 1000 users
- Provided real-time support to over 100 users per week on issues relating to Salesforce and other integrated platforms
- Acknowledged and resolved technical issues logged by 135+ associates per week in a 3,250-user Org while providing security training to drive productivity, eliminate cyberattacks, and reduce downtime

Creat9ja, Lagos, Nigeria

(July 2019 – July 2022)

Sales Associate

- Engaged with customers to understand their needs and recommend appropriate products.
- Managed transactions and provided post-sale support, fostering positive customer relationships.
- Provided exceptional customer service, handling inquiries and resolving issues promptly.
- Maintained customer satisfaction by addressing concerns and providing solutions to enhance the customer experience.
- Assisted customers with product and service inquiries, ensuring high customer satisfaction.

EDUCATION

Adekunle Ajasin University

(Sept 2018 – May 2024)

Bsc in Business Administration

- Selected Coursework: Econometrics (SAS, R, STATA), International Trade Analysis (Gravity Model), Micro Economics, Database Management and Analytics, Statistics, Marketing, Consumer behaviour, Business mathematics, Advertising and Sales

Certification

Certified Salesforce Administrator

Certified Data Analysis