ADELANA Elizabeth Oluwatosin

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An individual seeking a challenging career with a progressive organization which will utilize my skills, abilities and education, while enhancing company's productivity and reputation. An experienced team player with great customer and client satisfaction technique willing to offer dedicated and relentless services that will boost the proficiency of your organization.

Personal Information

Gender: Female
State of Origin: Ogun state
LGA of origin: Ijebu North-East
Marital status: Single
Contact Address: Oworoshoki, Lagos
Date of Birth: 7th March 1992
Spoken Languages: English and Yoruba

Associated Experience

Eco Bank Nigeria (May 2019 till present)
***Position*:** Customer Service Consultant
Classic Inbound (May 2019-October 2021)

Premier & Advantage (October 2021- till present)

***Primary functions*:**

- Ensure complete prompt and effective resolution for all cutomers complaints enuiries and request within SLA
- Support the activities of the RCC teams and ensure effective execution of the RCC's work processes, be accountable and take ownership.
- efficiently carry out work processes and procedures and adhere to all SLSs, TATs RCCschedules, monitoring tools and reports.
- Submit timely reports , daily, weekly, monthly and yearly as required.
- Collborate with the other units/departments and branches to ensure service excellence
- Participate in periodic meetings within the Contact Centre
- Partake in the periodic personal performance appraisals.
- Ensure all customers complaints, enquiries and request are captured on (CRM) to provide the required visibility on every customers interraction with the bank.
- Identify specific service pain points for customers and determine root causes and solutions for use in resolving similar issues.
- Ensure sales and cross selling of the banks products and services as may be required from time to time

Education and Qualifications

University of Nigeria,
Business Education *(B.Ed./B.Sc.)* ***2019 - 2023***

Yaba College of Technology, Lagos State.
HND. (Office Technology and Management)
2013 – 2015

Yaba College of Technology, Lagos State.
ND. (Office Technology and Management)
2009 – 2011

Yaba College of Technology, Secondary School
Secondary School Leaving Certificate
2004 – 2009

Consol Limited (September 2017-May 2019)
Position- Customer Service Representative (Inbound and Outbound)
Projects handled.

- Eko Electricity Distribution Company
- Lagos State Employment Trust Fund
- British American Tobacco
- Jobber man • Shoppex TV

Primary functions:

- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.
- Update customer information in the customer service data base during and after each call.

- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- Providing information about products and services

National Youth Service Corps (NYSC)
(November 2015 - November 2016)
Amure High School, Ikun-Ekiti, Ekiti State.
Position: Subject Teacher in Marketing

Andria's World Boutique
(November 2016 -February 2017)
Position: Cashier
Primary functions:
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Account balance and reconciliation

Attah Business Centre
(July 2012 - December 2012)
Position: Secretary
Responsibilities:
- Answering calls, taking messages and handling correspondence.
- Maintaining diaries and arranging appointments.
- Typing, preparing and collating reports.
- Filing, organizing and servicing meetings (producing agendas and taking minutes)
- Managing data bases prioritizing workloads.

Relevant Skills:
- ***Excellent communication skills***: Ability to communicate effectively, accurately, interpersonally and in written forms.
- ***Leadership Skills***: Influencing and motivating people to achieve set goals and Targets, ability to relate with people from various backgrounds in simple and understanding manner.
- ***Problem solving Skills***: Ability to solve problems with caution, handles stress, push forward and proffer alternative solution stop problems.
- Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers.

Femylan and Associates Ventures
(January 2011- May 2012)
Position: IT-Trainee
Achievements:
- Developed good working ethics, teamwork ability; gained experience in customer and client satisfaction, had an excellent relationship with fellow workers and clients.
- Developed Problem-solving/Creativity skills, since it was our responsibility to come up with innovative workable solutions for each problem/ challenge we faced.
- Improved Communication skills: since I had to carefully listen to problems and ask questions where necessary to be able to properly discern a workable solution.

I.T Skills:

- Microsoft office packages
- Networking/Internet
- IPc and IT basics

Interests and Hobbies:
- Reading and making Research

Reference
- **Oyagbara Kingsley**
  Coscharis Motors
  08060453699

- **Mr. Olalere Olasunkanmi**
  Federal Inland Revenue Service
  08033333020

- **Mr. Ebenezer Olufemi**
  Yaba College of Technology
  07033128965