

MICHAEL ADEWOLE

Customer Service Representative

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Nigeria

mikadewoleadeola@gmail.com

PROFILE INFO

A Dedicated professional with two years+ of customer service experience, demonstrated capacity for active listening, prompt and effective problem-solving and building strong business rapport with clients. Devoted to upholding corporate policies and gaining devoted customers. Perform well both in alone and group settings.

EXPERIENCE

2021 - 2022

Muyiwa Areo Ministry International
Volunteer

- Collaborated and worked with a team to ensure the execution and excellent delivery on projects.
- Ensured the day to day operational activities of the organization.
- Managed and provided appropriate solutions to problems during project.
- Managed guests, professionals and individuals within the organization, ensuring maximum satisfaction.
- Worked closely with my line manager to ensure excellent delivery on projects.
- Provided necessary, accurate and standard support using right approach amongst the team

2018 - 2022

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Manager

- Oversee market research to determine new trends, client demands, and rival tactics.
- Establish a cooperative and results-oriented work atmosphere by leading, coaching, and supervising a high-achieving marketing team.
- Managed customer service and feedback to guarantee a high standard of service delivery and a first-rate customer encounter.
- Managed and supervised the daily income and monthly revenue.
- Maintained a tidy workspace in order to maintain consistency in the job.

2017- 2019

University of Ilorin Research Farm, KWARA STATE.
Intern

- Analysing current operations, crops, and livestock, as well as making recommendations for improvements.
- Prepared planting and harvesting plans and timetables, as well as ensuring that personnel is aware of expectations.
- Visiting various divisions to evaluate crops, livestock, and conduct soil and water tests.
- Ensured that seeds, fertilizers, insecticides, and other supplies are available on a regular basis. Developing professional networks and staying up to date on agricultural science breakthroughs.

EDUCATION

2014 - 2019

University of Ilorin, KWARA STATE

Bachelor of Agriculture

2021

Remnant Christian Network Bible Seminary, BENUE STATE

Diploma in Theology and Ministry

SKILLS

- Empathy
- Effective Communication
- Teamwork
- Time Management
- Interpersonal and Collaborative Skills
- Critical Thinking
- Problem Solving
- Interpersonal Communication
- Attention to Details
- Ability to Work Independently

ACTIVITIES

Sustainable Development Goals (SDGs), National Youth Service Corp, Makurdi, Benue State.

LANGUAGES

- English
- Yoruba
- Pidgin

REFERENCE

Available upon Request