

# ADEBAYO, BUKOLA CHRISTIANA

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**Sex | Status:** Female | Single  
**Languages:** English & Yoruba  
**Interests:** Cooking, Travelling and Educational Documentaries

## PERSONAL PROFILE

A highly motivated and result oriented graduate with very good all-round communication and business management skills. Certified quality control professional with a dedication to customer service excellence and value creation

## CAREER OBJECTIVE

To improve expertise and deploy acquired skills to a dynamic organization whose core is quality service delivery, customer satisfaction optimization and a sure-fire strategy for marketing dominance

## KEY SKILLS

- Proficiency in the use of Microsoft Word, Excel and PowerPoint
- Good oral and written communication skills
- Ability to work with little or no supervision
- Excellent team player with an eye for details
- Ability to use Max agent, Avaya and Sight-Max Application
- Excellent Administrative skills

## WORK EXPERIENCE

### CONTACT SOLUTIONS LIMITED, Ilupeju, Lagos

**Position:** Executive Assistant to the Chairman

**(March 2016 - November 2016)**

#### Duties

- Completes a broad variety of administrative tasks for the chairman which includes managing an active calendar of appointments. Completing expenses report, arranging travel plans, itineraries, and compiling documents
- Plans, coordinates and ensure the chairman's schedule is followed and respected
- Communicates on behalf of the Chairman with Board of Directors on matters related to the chairman initiatives
- Safeguard intellectual properties, Information and asset and scheduling executive team meetings
- Work closely and effectively with the chairman to keep him well informed of upcoming commitments and responsibilities, following up appropriately.
- Having a sense for the issues taking place in the environment and keeping the chairman abreast and updated.

#### ACHIEVEMENT

- Able to keep Chairman's schedule with no issues of time-clash or procrastination, with 80% work appraisal; trained candidates also maintained excellence call quality as call center agents

### CONTACT SOLUTIONS LIMITED Ilupeju, Lagos

**Job Title:** Customer Care Executive | Front Desk Officer

**(February 2015 - March 2016)**

**Outsourced to:** Sproxil Authentication service helpline, Multi-choice Project and WOO (Wine, Oil and Others) project

#### Duties

- Provided superior customer service and built customer loyalty.

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- Ensured full integration of customers' needs with the overall service delivery objectives.
- Identified and followed through customers complaints to ensure prompt resolution and feedback.
- Trained new agent on the call Centre Key Performance Indicators (KPI), Customer Relationship Management (CRM), Telephone Etiquette and Consistency.
- Responded to customer complaints, comments & queries and escalating to appropriate departments
- Received journals, emails, post mails etc. escalating to appropriate departments.
- Carried out clerical duties as assigned by superior officers and received visitors/Clients
- Answered, screened and transferred inbound calls to the appropriate extension

**E-PURSE SYSTEMS LIMITED, Opebi Ikeja**

**(September 2013 – January 2015)**

**Position: Front Desk Officer**

## Duties

- Maintained a well organized database & filing system
- Carried out clerical duties as assigned by superior officers
- Responded to customer complaints, comments & queries and escalating to appropriate departments
- Attended to telephone calls, emails, post mails etc. escalating to appropriate departments.
- Strategically gave administrative support to the admin department when required.

**PET-ADE NIGERIA ENTERPRISE, Isolo, Lagos**

**(2001 – 2002)**

**Position: Accounts/Admin Assistant**

## Duties

- Maintained Balance Sheet Schedules, Ledgers, Accounts and Bank reconciliation statements
- Assisted with monthly closings and account analysis and supporting the senior accountant in carrying out the accounting responsibilities assigned to him.
- Printed and Distributed Vendor's checks, invoices and POs to clients/customers.
- Resolved issues relating to POs and refer accounts to collection.
- Assist in the compilation and submission of account opening forms for staff.

## EDUCATION AND QUALIFICATION

2015	Quality Assurance Institute (QAI), Florida, USA <b>CERTIFIED CONTACT CENTER ANALYST</b>
2014	Quality Assurance Institute (QAI), Florida, USA <b>GLOBAL CERTIFICATION FOR FRONTLINE CUSTOMER SERVICE</b>
2012 - 2013	<b>NATIONAL YOUTH SERVICE CORPS CERTIFICATION</b> Oyo State College of Agriculture Igbo-ora, Oyo State, Assistant Lecturer
2009-2011	Federal College Of Fisheries and Marine Technology, Victoria Island, <b>Higher National Diploma Fisheries Technology (Lower Credit)</b>
2007 – 2009	Federal College Of Fisheries and Marine Technology, Victoria Island, Lagos <b>National Diploma (Lower Credit)</b>
2001	Egan High School, Ojo, Lagos <b>Senior Secondary Certificate Examination</b>

## REFEREES

**REFEREES ARE AVAILABLE ON REQUEST**