

# OLUWASEUN ESTHER OGUNBIYI

## SENIOR CUSTOMER SERVICE CONSULTANT

---

[estherogunbiyi11@gmail.com](mailto:estherogunbiyi11@gmail.com) +2348160009501 [www.linkedin.com/in/oluwaseunogunbiyi-992376121](http://www.linkedin.com/in/oluwaseunogunbiyi-992376121)

---

**Lagos, Nigeria.**

### PROFILE SUMMARY

A results-driven customer service manager with 6+ years of experience in leading teams, resolving customer issues, and driving satisfaction goals and a proven track record of effectively managing remote teams, analyzing customer needs, and implementing process improvements. Skilled in CRM applications, Microsoft Office, and G-Suite, with excellent communication and problem-solving skills.

### EXPERIENCE

March 2023 – Current.

**Senior Customer Consultant**, *Academic Temple Educational Consult. Lagos, Nigeria.*

- Provides exceptional customer support through phone, email, and chat channels, resolving issues and inquiries in a timely and professional manner remotely.
- Manages remote customer support teams across multiple time zones.
- Onboarding of new clients to the company.
- Monitoring and rescheduling of classes conducted, ensures that standards procedures are adhered to.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

February 2021 – January 2023.

**Senior Relationship Manager**, *G. I Investment Limited. Lagos, Nigeria*

- Managed and supervised multiple subsidiaries, handled and structured weekly workload of staff and payments of investment products.
- Built and maintained existing customer relationships, acting as a trusted advisor regarding a variety of investment options.
- Motivated team members by implementing a variety of incentives for exceeding targets.

January 2018 – January 2019.

**Contact Centre Analyst**, *Renmoney Microfinance Bank. Lagos, Nigeria.*

- Provided great customer service, customer experience, and customer retention to new and existing clients.
- Made outbound calls to eligible customers about our loan options.
- Processing of customers via the MAMBU CRM platform.
- Evaluated loan applications, bank statements, and documentation of eligible clients.

December 2017 – December 2018.

**Call Centre Representative**, *Consol Limited, Ntel Nigeria. Lagos, Nigeria.*

- Procured client information and ensured verification of such information, and handled customer inquiries.
- Maintained and improved quality results by adhering to the standards and guidelines of the call center.
- Maintained electronic record details, service requests, and actions taken using the SIEBEL CRM application.

## **EDUCATION**

2019.

**Renmoney Micro Finance Bank**, *Certificate In AML/CFT Course. Lagos, Nigeria.*

2019.

**Sales Academy, Filigri Consulting Ltd**, *Certificate in Customer Care & Sales. Lagos, Nigeria.*

2003 – 2008.

**Olabisi Onabanjo University**, *Bachelor of Arts, Mass Communication. Ogun, Nigeria.*

2003 – 2008.

**Quality Assurance Institute**, *Certificate in Agent plus. Lagos, Nigeria.*

2013.

**Service Quality Institute**, *Certificate in Exceptional Service. Lagos, Nigeria.*

## **ACHIEVEMENTS**

- *Consistently exceeded customer satisfaction performance metrics.*
- *Implemented effective solutions to enhance customer experience and resolve complex issues.*
- *Built and maintained strong relationships with clients, resulting in increased loyalty, referrals and retention.*
- *Developed and reviewed operational policies and procedures to improve efficiency.*

- *Trained and mentored team members to achieve sales quotas and performance goals.*
- *Analyzed customer data and provided actionable insights to improve service delivery.*

## **SOFT SKILLS**

Communication (written and oral)  
Customer service and relations  
Critical thinking  
Team management and leadership

Problem-solving  
Conflict resolution  
Emotional intelligence

Time management  
Adaptability  
Interpersonal skills

## **HARD SKILLS**

Microsoft Office Suite  
Customer Relationship Management  
Operational Management

G-Suite  
Data analysis & Reporting

Communication  
Management