

Festus Adeniyi



Contact

+447786937042

Festy4uk@gmail.com

Core Qualifications

- CORE SKILLS
- Excellent verbal and written communication skills
- Active listening skills
- Patience and the ability to remain calm in stressful situations.
- Excellent interpersonal skills
- Ability to accept criticism.
- Sales and persuasive skills
- Attention to detail.
- After-sales support
- Live chat operation
- Complaint handling
- Account management
- Customer account management

Education

Nasarawa State University

MBA: MANAGEMENT

MAY 2018

Professional Summary

Experienced and dedicated customer experienced who works hard to ensure quality service is delivered in a professional manner to the satisfaction of the client and employer . Personable and dedicated Customer Service Representative with extensive experience in consulting industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialising in quality, speed and process optimisation. Articulate, enthusiastic and results-orientated with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

Experience

BUREAU CUSTOMER SERVICE ADVISOR

STAFF, ESP GROUP JOURNEY CALL | HULL, UK | Jul 2023 - Current

- Customers smart card personalization and bureau service
- Customer service delivery at all levels
- Support the bureau unit to printing and personalizing customers smart card and delivery
- Attending to customers' complaints and find lasting solutions
- Updating the technical teams on feedbacks from clients
- Populating data base with updates
- Give weekly reports on cards and dispatched letters.

SENIOR RECRUITMENT OFFICER

IDP EDUCATION | NIGERIA | Dec 2020 - Current

- Student placements into various universities in the UK, Ireland, Canada USA and Australia
- Processing Admissions and visas to various countries
- Supporting the manager with the administration of business operations, plans and procedures with over 20 members of the team
- Addressed customer service enquires quickly and accurately.
- Upheld privacy and security requirements established by national legislation.

- Established warm and friendly rapport whilst interacting with customers by phone, email and on live chat.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.
- Helping to set business strategies, implement policies, and coordinate projects
- Directing and managing employee performance, which may include scheduling, monitoring, evaluating, and terminating
- Establishing and enforcing safety standards in the workplace
- Acting for the manager when they're not present or available
- Reviewing planning and schedules for implementation
- Manage budgeting as prescribed by the manager in relations with the finance team and marketing
- Updating applicants record on data-based portal of the company
- Tracking applications and visa processes for clients
- Taking and responding to the students and prospectives students calls to resolve complaints and proffer possible solution
- Escalating problems to the technical team through the feedbacks from different clients.

STUDENT RECRUITMENT OFFICER

FESTEDUGLOBAL LIMITED | NIGERIA | Jan 2016 - Nov 2020

- Consulting with parents and students' unsure which school is right for their needs
- Research on suitable courses and universities for different clients
- Providing guardianships for international students
- Finding and developing strategies for a school to develop and improve
- Student placements into various universities in the UK, Ireland, Canada USA and Australia
- Processing Admissions and visas to various countries
- Working with a school making the crossover from local authority control to academy status
- Liaise with universities abroad on admissions and availability of courses for prospective students
- Making applications to universities in the UK, Ireland and other European universities
- Vetting documents and making visa applications
- Updating applicants record on data-based portal of the company
- Tracking applications and visa processes for clients
- Taking and responding to the students and prospectives students calls to resolve complaints and proffer possible solution
- Escalating problems to the technical team through the feedbacks from different clients.

BUSINESS DEVELOPMENT OFFICER

STANDARD CHARTERED BANK | NIGERIA | Nov 2014 - Jan 2016

- Locating, developing, and defining business opportunities as well as negotiating, and closing business deals utilizing both traditional and online platforms

- Generate new business with assigned clients and targets in line with the sales plan
- Develop a list of prospects in both the public & private sector across target markets.
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- Managed the candidate screening process and participated in 1:1 and group interviews.
- Performed all background, reference and due diligence checks independently for each candidate.
- Reduced costs through improved in-house recruitment schemes to remain within department budgets.

Interests

INTERESTS Hobbies Abilities: , Swimming, Reading, making friends, gardening, shopping.

Languages

English Language

Pidgin English

Yoruba

Hausa

Accomplishments

- Recognised by management for staff of the month August 2023.
- Created and developed critical policies to consistently exceed quality and production targets.
- Recognised by management for sale projects delivering outstanding
- Increased sales by 150% while reducing costs by 20%, leading to profit increase.
- Coordinated exhibition, special public and private events.

Professional Affiliations

- Member, Institution of TED
- Member, Professional UKVI Association

Languages

English: First Language