|  |
| --- |
| Oluwabunmi stacy olukayodeKneele Gardens, PLYMOUTH PL3 5RP· **07568232677**damilolastacy@gmail.com |
|  A confident, successful, and highly organised professional with a great number of transferrable skills gained from working in different sectors over the last few years. Dedicated to deliver outstanding customer service and an impressive reputation for achieving customer satisfaction. With a friendly and approachable persona, I appreciate the needs and wants of my clients. I am passionate about learning new skills and enjoy all sorts of challenges and use these as tools to further develop myself.**KEY SKILLS** * Customer Service
* Excellent  Communication Skills
* Proficiency in all areas of Microsoft office including, Word, PowerPoint, Excel
* Fast typing speed
* Attentive Listening skills
* Excellent use of the CRM System
 |

# Employment historY

|  |
| --- |
| **MAY 2022 – TILL DATE****Customer service advisor,  *Primary Care Support England (PCSE), CAPITA***Achievements and responsibiliTies* Dealing with inbound customer queries over the telephone across various service lines
* Attending to incoming mail and other non-telephony queries from various NHS contacts within the CRM system.
* Take ownership of cases and proactively manage and investigate
* Provide information, advice and updates to professional agencies
* Effectively prfioritize portfolio of cases/queries
* Moved to making outbound calls and resolving cases in back office within four months of employment
* Won fast rising employee of the month 3 times in a row
* Meeting above the targets set for each month even during probationary period.
* Actively participate in performance development reviews and 1 to 1’s.
 |

|  |
| --- |
| FEB 2020 – NOV 2021Customer service advisor,  *ZAP Property limited*Achievements and responsibiliTies* Responding to customer enquiries via e-mail and telephone and provided support when required to do so
* Create and modify documents using Microsoft Office and other programs such as product documentation, letters and reports
* Work as a team to promote business activities
 |
| July 2017 – DEC 2018Sales Executive, *the best pharmacy*Achievements and responsibiliTies* Updated  price list monthly using Microsoft
* Presented monthly meetings
* Responding to customer enquiries via e-mail and telephone and provided support when required to do so
* Responsible for monthly stock check, reviewing orders received from suppliers, ordering stock to suppliers and ensuring that stock levels are in conjunction with the Operations Manager.

August 2014 – August 2015Front desk receptionist , *agro nigeria* ***ltd***Achievements and responsibiliTies* Managing incoming phone calls and mail
* Monitor global e-mail inbox/faxes and handle effectively
* Create and modify documents using Microsoft Office and other programs such as product documentation, letters and reports
* Work with the team to organise agricultural events.
* Assuming the role of an interviewer during events
 |
|  |

# Education

|  |
| --- |
| Sept 2019 – SEPT 2021(mSc) business and MANAGEMENT, *university OF PLYMOUTH*Awarded : Masters with Merit ( Second Class Upper)Related Coursework: Marketing, Business Economics, Human Resource Management, Managing Change and Finance |
| SEPT 2015 - JUNE 2018(B.ed) social studies, *olabisi onabanjo university*Related Coursework: Communication in English and Research method and statistics.SEPT 2012 – JUNE 2014diploma (ond) accounting, *yaba college of education*Related Coursework: Marketing, Business Economics and Finance |

# Hobbies and interests

I am involved in an Event planning firm as the coordinator. I am into content creation, I love traveling and cooking.

**References**

References available upon request.