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## **AKINBOBOYE, Abosede Suzan**

### OBJECTIVE

* To be goal getter and a proactive team player, providing innovative and outstanding ideas, motivating and be motivated by others. Utilizing my skills and potentials in order to achieve the collective aim of the team and that of the organization, and adding real value to myself and the general good of humanity.

**PERSONAL INFORMATION**

**Date of Birth:**           3rd January, 1988

**Sex:**     Female

**Marital Status:** Single

                                                **State of Origin:**         Ondo

**LGA:** Ondo West

**Nationality:** Nigerian

### EDUCATION

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* 2013 / 2018 Academic S8ssion University of Lagos.
* 2013 Professional Certificate in office administration and customer service of Nigeria.
* 2009 / 2010 Academic Session Yaba College of Technology, Lagos State.
* 1999 / 2004 Ansar –Ud – Deen Comprehensive High School, Okota, Isolo, Lagos State.
* 1993 /1999 God’s Grace Int’l School, Ejigbo, Lagos State.

**QUALIFICATION**

* University of Lagos (2nd class upper).
* Professional Certificate in office administration and customer service (Institute of customer service of Nigeria) (ICSN).
* National Diploma (ND) in Business Administration (Upper Credit).
* West Africa Examination Certificate, Ordinary Level

(O’ Level).

### WORK EXPERIENCE

### First City Monument Bank. CUSTOMER SERVICE (FEB 2012 till date)

### Post held: CONTACT CENTRE AGENT (INBOUND OUTBOUND call and Whatsapp DESK Support Supervisor)

### Responsibilities:

### Making calls for cheque confirmation and customer survey.

### Obtains client information by answering telephone calls and chats interviewing clients and verifying information.

### Respond to customer’s chat on banks product and enquiries.

### Determine eligibility by comparing client information to requirements.

### Inform clients by explaining procedures, answering questions and providing information.

### Update job knowledge by studying new product descriptions participating in educational opportunities.

### Maintaining and improving quality by adhering to standards and guidelines recommending improved procedures.

### Maintain communication equipment reporting problems.

### ACQUIRED SKILLS AND ABILITIES

### Good command of English language and verbal communication skills.

* Develop Customer relationship.
* Keen eyes for details and ensure that output delivery is at highest possible standard.
* Dependable team player.
* Ability to work effectively in a team with good team spirit.
* Initiative and willingness to assist others and desire to effectively participate in any activities engaged in the organization to bring positive result.
* Data entry skills.
* Multi-tasking.

### Telephone and Listening skills.

### HOBBIES

Reading, acquiring new skills, Sewing/Designing.

### REFREES

### Will be available upon Request.