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Customer Service Professional, Writer & Editor

Summary

Aside from my roles as a Husband and a Father, I wear three professional hats.

As a Customer Service professional, I inspire and equip individuals and organizations to serve others better. As an Editor, I help clients communicate clearly and concisely through text. As a Writer, I desire to help society flourish by exploring the Christian worldview and the worlds of Customer Service, Work, and Business.

Work History

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| 2012 - Present | <p>Freelance Editor</p> <p><i>Textouch Consulting Service</i></p> <ul style="list-style-type: none">• Proofreading and copy editing of diverse kinds of text-based media, such as Web content, Books, brochures, newsletters, etc. <p>Project Samples</p> <ul style="list-style-type: none">• Biographical web article on an upcoming Nigerian artiste• 11 academic papers and essays on 'Pan-Africanism'• Master's level academic essay on 360-degree Feedback |
| 2012 - Present | <p>Writer & Publisher</p> <p><i>The Christian Mind</i></p> <p>Write and publish posts and content which teach, defend or apply the Christian Worldview.</p> |
| 2014 - Present | <p>Writer & Publisher</p> <p><i>Service Culture</i></p> <p>I write and share posts and content on Customer Service, Work and Business</p> |
| Jun 2011 - Jan 2016 | <p>Contact Centre Supervisor/Client Service Supervisor</p> <p><i>Premium Health Limited</i></p> <p>Key Responsibilities</p> <ul style="list-style-type: none">• Manage and direct daily activities of contact centre agents <p>Manage the service experience of assigned clients/organizations.</p> <ul style="list-style-type: none">• Supervise, plan and manage functions concerned to contact centre environment• Assist in carrying out supervision, call monitoring, coaching, training, disciplining and reviewing all agents• Ensure that the team members acquire appropriate support and training to apply the best skills and knowledge on the job• Assist in carrying out performance measurement, monitoring and evaluation of all agents and operators to improve the efficiency of the centre• Prepare and direct schedules, monitoring attendance of agents, scheduling breaks and shifts as necessary• Ensure compliance with all the organization's policies and procedures. • Calculate contact centre performance and analyze reports <p>Key Achievement</p> <ul style="list-style-type: none">• I worked with a team of competent contact centre agents, selected across different organizational |

units, to bond together in creating an effective unit for managing access to healthcare for the organization's clients.

- I was responsible for managing 15 major corporate accounts

Apr 2009 - Jun 2011

Client Service Officer

Premium Health Limited

Key Responsibilities:

- Initiating calls and paying visits to clients to ensure customer satisfaction.
- Receiving and resolving complaints and enquiries from both clients and non-clients via telephone calls and visits.
- Channeling non-client service issues to the appropriate unit.
- Following up on channeled issues so as to give feedback to the inquirer or client.
- Regularly documenting complaints and enquiries received from both clients and non-clients.

Key Achievement

- I demonstrated expertise, competence, and warmth in managing assigned clients of the business. And I received both verbal and written commendations for excellent service.

Skills

- Editing
- Writing
- Proficiency in use of Social Media
- Communication
- Digital Marketing
- Training
- Leadership
- Coaching
- Customer Service Management
- Contact Centre Management
- Proficiency in Microsoft Office applications (Word, PowerPoint, Excel)

Education

2016 - 2016

Diploma in Digital Marketing

Shaw Academy

The goal of the course is to teach students about acquiring clients for less, converting greater number of leads into profitable customers, and increasing market share in the highly competitive online marketplace.

2016 - 2016

Marketing in a Digital World (non-certified online course)

University of Illinois at Urbana-Champaign (via Coursera)

The course examined how digital tools are shaping the world of marketing.

Jun 2011 - Aug 2011

Post Graduate Diploma in Customer Service

Career Forte

An introduction to the field of Customer Service. The programme was highly interactive, with discussions, role plays, reading assignments, individual assessments, among others.

Mar 2011 - May 2011

Basic Certificate, Leadership

Daystar Leadership Academy

A basic grounding in essential leadership skills.

Feb 2002 - Sep 2006

B.Sc (Hons), Economics

University of Ilorin

Certifications

2016 - 2016	Digify Bytes (Certificate of Completion) <i>Livity Africa (supported by Jobberman Learning & Google)</i> A one-day training in Digital marketing skills. It comprised two sessions: Digital 101 & Strategy 101.
2011 - 2011	Customer Service Certification (CSC) <i>International Customer Service Association (ICSA)</i>

Interests

I love Books, Music (Classical, Country, hymns), Editing, Christian theology and worldview, and, of course, a nice cup of tea! You will often find me online sharing thoughts and ideas on Service, Editing, Work, and Business.