
ADEDAYO ADEWOYE

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Communications & Customer Service Professional

Summary

I help individuals and organizations flourish through Communication and Service.

Work experience

2017 - Present

Communications Executive

James Cubitt Resources Limited

Creating sales copy for company products and projects

Source and develop content to be used across James Cubitt Companies

Work closely with Assistant Manager, Communications on key projects, message definition and delivery

Copywriting, editing, and proofreading all company print and digital materials

Press Release drafting

Developing content in the form of proposals, case study materials, blogs & articles

Supporting the production of print, promotional and other marketing collateral

2016 - 2017

Customer Service Executive

Axa Mansard Health Limited

Managing the experience of clients in accessing healthcare.

Resolving complaints and attending to enquiries.

Following up on clients' visits to the hospital.

Documenting complaints and enquiries received from both clients and non-clients.

2012 - Present

Freelance Editor

Textouch Consulting Service

- Proofreading and copy editing of diverse kinds of text-based media, such as Web content, Books, brochures, newsletters, etc.

Project Samples

- 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

Writer & Publisher

The Christian Mind

Write and publish posts and content which teach, defend or apply the Christian Worldview.

2014 - Present

Writer & Publisher

Service Culture

I write and share posts and content on Customer Service, Work and Business

Jun 2011 - Jan 2016

Contact Centre Supervisor/Client Service Supervisor

Premium Health Limited

Key Responsibilities

- Manage and direct daily activities of contact centre agents

Manage the service experience of assigned clients/organizations.

- 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

Key Achievement

- 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 & Competencies

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

Education

- | | |
|-------------|---|
| 2018 - 2018 | <p>The Secret Power of Brands (online course)
 <i>University of East Anglia (via FutureLearn)</i>
 An online course exploring the role of brands and brand management in the modern world.</p> |
| 2016 - 2016 | <p>Diploma in Digital Marketing
 <i>Shaw Academy</i>
 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.</p> |
| 2016 - 2016 | <p>Marketing in a Digital World (non-certified online course)
 <i>University of Illinois at Urbana-Champaign (via Coursera)</i>
 The course examined how digital tools are shaping the world of marketing.</p> |

Jun 2011 - Aug 2011	Post Graduate Diploma in Customer Service <i>Career Forte</i> 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 <i>Daystar Leadership Academy</i> A basic grounding in essential leadership skills.
Feb 2002 - Sep 2006	B.Sc (Hons), Economics <i>University of Ilorin</i>

Certifications

2016 - 2016	HABC Level 3 International Award in Delivering Training <i>Highfield Awarding Body for Compliance</i> The IADT is an introduction to the practice of education and training, designed for individuals who work in colleges, independent training providers, and/or local authorities.
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.