

Ajose Qamardeen

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Location: Lagos, Nigeria

### Professional Summary

Highly motivated and customer-focused Marketing graduate from the University of Lagos with strong communication and problem-solving skills. Experienced in handling customer inquiries, providing solutions, and maintaining high satisfaction rates. Eager to contribute to a customer support team as a Call Center Agent and deliver exceptional service experiences.

### Education

B.Sc. in Marketing

University of Lagos - Lagos, Nigeria

Graduation Year: 2024

### Skills

- Customer Service & Support
- Inbound & Outbound Calling
- Call Handling & Issue Resolution
- CRM Software (e.g., Zoho, HubSpot basics)
- Clear Communication & Active Listening
- Complaint Management
- Time Management & Multitasking
- Microsoft Office (Excel, Word, Outlook)
- Conflict Resolution & Empathy

## Work Experience

### Customer Support Intern

XYZ Contact Solutions - Lagos, Nigeria

June 2023 - August 2023

- Handled 40+ customer calls daily, resolving inquiries efficiently and professionally.
- Logged customer issues using CRM software and followed up on open cases.
- Assisted in resolving complaints, resulting in a 90% satisfaction rate during the internship.
- Provided product information and escalated complex issues to the senior team.

### Reception/Help Desk Assistant - University of Lagos Student Center

September 2022 - February 2023

- Welcomed visitors and handled student queries via phone and email.
- Directed calls to appropriate departments and ensured accurate message-taking.
- Maintained a calm and professional demeanor during high-traffic hours.

## Projects

### Customer Communication Improvement Plan

University of Lagos, 2024

- Designed a project on improving communication flow in customer service centers.
- Analyzed real-world call center models and proposed a structured approach to reducing response time and improving tone in service delivery.

## Certifications

- Customer Service Fundamentals - Coursera (offered by the University of California)
- Call Center Customer Service Training - Alison
- Communication Skills for Customer Service - LinkedIn Learning