Ayowole Esther Ogundare

08105052845 · ayowoleogundare@gmail.com

Professional Summary

Customer service professional with nearly four years of experience handling client enquiries and complaints in person, by phone, by email and online. Skilled at resolving issues calmly, following up with potential clients, and keeping records organised. Background in teaching adds strong patience and clear communication.

Work Experience

Customer Service Agent, Yaks Capital

Akure, Ondo State · September 2024 – Present

- Communicate with clients online, responding to all enquiries and complaints.

Customer Service Representative, Zirotrip Travels

Akure, Ondo State · September 2023 – August 2024

- Attended to client complaints and enquiries in person, by phone and by email.
- Followed up with potential clients.

Phonics Teaching Assistant, Perfect Phonics Institute

Akure, Ondo State · September 2021 – August 2023

- Taught nursery classes the basics of phonics.
- Assisted with giving assignments, tests and exams to all primary and secondary classes.

Customer Service Representative, Milade Taxicab and Logistics

Akure, Ondo State · October 2020 – August 2021

- Attended to customer complaints and enquiries.

Education

Ekiti State University

B.Sc. Pure Chemistry

Ado-Ekiti · March 2012 – September 2017

Skills

- Communication: phone, email, in-person and online client contact
- Complaint handling and client follow-up

- Organisation
- Management