OGBIMI CHARITY AJIRI

Benbo, Sango | 08032024380 | charityajiri@gmail.com

PROFESSIONAL PROFILE

Customer service and operations professional with over 12 years of experience across telecommunications, contact-centre and service environments, including extensive experience supporting MTN customers. Skilled in handling high volumes of customer enquiries, managing inbound and outbound interactions, understanding customer needs, resolving complaints and following issues through to resolution. Additional experience in stock keeping, inventory documentation, logistics support, telesales and team coordination. Recognised strengths include clear communication, patience, problem-solving, time management and the ability to work effectively in fast-paced teams.

CORE COMPETENCIES

- Customer Service & Customer Experience
- Inbound and Outbound Customer Support
- Customer Enquiry & Complaint Management
- Customer Needs Assessment & Issue Resolution
- Customer Follow-up & Service Recovery
- Contact Centre Operations
- Stock Keeping & Inventory Records
- Logistics & Delivery Coordination
- Vendor and Supplier Liaison
- Telesales & Lead Generation
- Team Coordination & Task Allocation
- Microsoft Office

PROFESSIONAL EXPERIENCE

Kitchen Team Lead | FoodCo

Ibadan • 2025–2026

- Ensure that customer orders are fulfilled accurately and within the required time.
- Lead and assign kitchen stations, coordinate task allocation and ensure assigned tasks are completed.

Stock Keeper | Sendy Nigeria

Ibadan • January 2021 – March 2022

- Maintain records of incoming and outgoing shipments to support stock visibility and inventory tracking.
- Verify product rates and related details to help prevent errors or discrepancies.
- Coordinate with vendors and suppliers to support timely delivery of goods.
- Assist with logistics activities and the movement of shipments through the fulfilment process.

Telesales Executive | Sendy Nigeria

Ibadan • December 2021 – January 2022

- Contact social media sellers by phone to introduce the Sendy fulfilment app and encourage them to use the platform for their deliveries.
- Support lead generation by identifying and engaging prospective users.

Online Customer Representative (Inbound & Outbound) | ISON Experience

Ibadan • October 2016 – August 2021

- Manage a high volume of incoming customer calls, responding to enquiries and providing information and assistance in a timely, professional manner.
- Make outbound calls to MTN customers, engaging them on service-related matters and responding to their questions.
- Listen to customers, identify and assess their needs, and provide appropriate solutions or alternatives within agreed timeframes.
- Handle customer complaints with patience and professionalism, working towards satisfactory and timely resolution.
- Follow up on outstanding complaints and enquiries to check that issues have been addressed and customers have received feedback.
- Maintain a customer-focused approach throughout each interaction, with the aim of improving the customer experience.

Online Customer Care Representative | MTN Nigeria

Maritime House, Apapa, Lagos • January 2009 – September 2016

- Served as a customer care representative, responding to customer enquiries and assisting with the resolution of service-related queries.
- Listened to customers' concerns, clarified the issues raised and provided relevant responses and assistance.
- Acknowledged and addressed customer complaints promptly, maintaining a calm, empathetic and professional manner.
- Communicated with customers in a clear and courteous manner, helping them understand the information or assistance provided.
- Maintained a positive and professional approach in customer interactions, including when handling complaints or challenging enquiries.

EDUCATION & QUALIFICATIONS

B.Sc. (Ed.) Economics | Adekunle Ajasin University, Akungba-Akoko, Ondo State | 2005

Diploma in Computer Operation | High Achievers Computer Training Academy, Lagos | 2000

Senior Secondary School Certificate (SSCE) | High Achievers College, Ajegunle, Apapa, Lagos | 1999

ADDITIONAL INFORMATION

Nationality: Nigerian | State of Origin: Delta