# OLATAYO DEBORAH ADENIKE

**CUSTOMER SERVICE REPRESENTATIVE**

Phone: +234 703 927 7916 | Email: adenikedeborah803@gmail.com | Location: Jos, Plateau State, Nigeria

## PROFESSIONAL PROFILE

Customer-focused and resourceful service professional with over three years of practical experience supporting customers, understanding their needs, recommending suitable products, and resolving concerns with patience and professionalism. Confident in handling customer enquiries, building positive relationships, and creating helpful, welcoming service experiences. Combines strong communication and problem-solving abilities with working knowledge of Microsoft Office, Google Workspace, digital marketing, data entry, and data analysis. Eager to contribute to a customer-centred organisation through dependable service, clear communication, and a consistent commitment to customer satisfaction.

## CORE COMPETENCIES

Customer Service & Support • Customer Relationship Building • Active Listening • Handling Enquiries & Complaints • Conflict Resolution • Product Recommendations • Sales Support & Persuasion • Written & Verbal Communication • Problem-Solving • Time Management • Attention to Detail • Team Collaboration

## PROFESSIONAL EXPERIENCE

**Customer Service & Sales Support | Debbie's Fashion Hub**

*Jos, Nigeria | 2022 – Present*

- Attend to customers in a friendly and professional manner, identify their preferences, and provide relevant product information and recommendations.
- Respond to customer questions, clarify product details, and guide customers through purchasing decisions.
- Resolve complaints and service concerns by listening carefully, acknowledging issues, and taking practical steps to reach satisfactory outcomes.
- Support a positive customer experience by communicating clearly, following up where necessary, and treating each customer with patience and respect.
- Assist with day-to-day customer interactions and sales activities while maintaining a helpful and service-oriented approach.
- Build customer trust and encourage repeat business through attentive service and a strong understanding of customer needs.

## EDUCATION

**University of Jos (UNIJOS)**

*B.Sc. Science Laboratory Technology | Currently in 300 Level | Expected Graduation: 2028*

## TRAINING & PROFESSIONAL DEVELOPMENT

- Customer Success – Online course completed.
- Digital Marketing – Training/certificate.
- Data Analysis – Training/certificate.
- Google Digital Skills – Currently learning.

## DIGITAL & TECHNICAL SKILLS

Microsoft Word • Microsoft Excel • Google Docs • Google Sheets • Google Drive • Data Entry • Basic Data Analysis • Digital Marketing Tools • Online Communication Tools

## ADDITIONAL SKILLS

Customer engagement • Clear communication • Adaptability • Empathy • Organisation • Learning agility • Sewing • Baking

## LANGUAGES

English (Fluent) • Hausa • Yoruba • French • Korean

*References available upon request.*