

# OLUWASEGUN OJO

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## *Objectives*

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I am an experienced Customer Service Representative, I excel in effectively engaging with customers across diverse channels, consistently delivering outstanding service. My career is marked by proficient problem-solving and conflict resolution skills, ensuring swift issue resolution and high customer satisfaction.

Proficiency in relevant customer service software and tools further enhances my ability to deliver exceptional service. My extensive experience positions me as a reliable and resourceful asset to any team, ready to contribute to the ongoing success of customer-focused organizations.

Seeking a challenging position where I can leverage my expertise to develop innovative business strategies and drive success.

## *Summary of Qualifications:*

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- Over 5 years of experience in customer service representative focusing on live chat, phone calls, emails, and tickets.
- Strong understanding of business models, sales, and marketing.
- Strong understanding of SEO and content optimization for social media.
- Exceptional written and verbal communication skills.
- Excellent written and verbal communication skills, with the ability to communicate complex ideas effectively.

## **Work Experience**

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### **Social Media Manager (remote)**

#### **Asonergy industrial Cleaning Services - Lagos**

August 2023 to September 2023

Developed and executed comprehensive social media strategies across multiple platforms (e.g., Facebook, Instagram, Twitter, LinkedIn), resulting in a 40% increase in overall brand engagement. • Created and curated engaging content, including text, images, and videos, to maintain a consistent brand voice and aesthetic.

- Managed a content calendar, scheduling and posting content at optimal times for maximum reach and engagement.
- Implemented effective paid advertising campaigns on platforms like Facebook Ads and Google Ads, delivering a 25% reduction in cost per acquisition (CPA).

- Monitored social media channels for trends and conversations, proactively engaging with the audience, addressing inquiries, and managing online reputation.
- Collaborated with cross-functional teams, including marketing, design, and customer support, to ensure consistent messaging and a seamless customer experience.
- Stayed up-to-date with industry trends and emerging platforms to recommend and implement innovative social media tactics.

### **Customer Service Representative**

#### **Senior benefits - United States**

February 2022 to September 2023

- Responsibilities include managing tickets, handling phone calls, engaging in live chats, and responding to emails.
- Key duties involve promptly addressing customer inquiries and issues, maintaining product knowledge, documenting interactions, and striving for effective issue resolution.
- Strong communication skills, professionalism, and continuous improvement are essential for delivering exceptional customer support.

### **Business Management (remote)**

#### **GabbyJay Business Consult**

January 2022 to May 2023

Develop and write comprehensive business plans for startups and established businesses, addressing key aspects such as market analysis, financial projections, marketing strategies, and operational plans.

- Conduct in-depth market research to identify target markets, customer demographics, and competitive landscape.
- Collaborate with clients to understand their business goals and vision, and translate them into well-structured and compelling business plans.
- Analyze financial data, including income statements, balance sheets, and cash flow statements, to create accurate financial forecasts and projections.
- Work closely with cross-functional teams, including marketing, finance, and operations, to gather necessary information and ensure alignment with business plan objectives.
- Provide strategic recommendations and actionable insights to enhance business plans and improve overall success rates.

### **Customer service representative/virtual assistant (remote)**

#### **AA Intel company - United States**

April 2018 to July 2022

- Engaged with customers through various channels (phone, email, chat) to address inquiries, resolve issues, and provide product information.
- Responsibilities include managing tickets, handling phone calls, engaging in live chats, and responding to emails.

- Key duties involve promptly addressing customer inquiries and issues, maintaining product knowledge, documenting interactions, and striving for effective issue resolution.
- Strong communication skills, professionalism, and continuous improvement are essential for delivering exceptional customer support.
- Actively listened to customer concerns, identified problems, and consistently found effective solutions, resulting in high customer satisfaction ratings.
- Demonstrated a deep understanding of company products and services to provide accurate information and guide customers effectively.
- Maintained clear and professional communication, both verbally and in writing, to convey information and answer questions.
- Displayed empathy and understanding toward customer concerns, ensuring their needs were met and enhancing their overall experience.
- Effectively managed and de-escalated conflicts or challenging situations to turn negative experiences into positive ones.
- Kept accurate and thorough records of customer interactions and resolutions in the company's systems.
- Adapted to evolving customer needs, company policies, and procedures to consistently provide excellent service.
- Managed multiple customer inquiries efficiently and ensured timely responses, maintaining high service levels.
- Strived to exceed customer expectations, contributing to exceptional levels of customer satisfaction and loyalty.

## **Business management**

### **GTIM Business Consultancy**

February 2021 to February 2022

- Prepared presentations and reports to effectively communicate business plan findings and recommendations to clients, demonstrating strong analytical and communication skills.
- Develop and write comprehensive business plans for startups and established businesses, addressing key aspects such as market analysis, financial projections, marketing strategies, and operational plans.
- Developed web content for internal clients
- Maintained professionalism and punctuality
- Reviewed assignments to ensure quality and consistency

### **Freelance, Ontario, Canada, Business Plan Writer (Working remotely)**

October 2017 to February 2022

Supported clients in refining their business models and value propositions, offering valuable insights and suggestions for improving their market positioning and competitive advantage.

- Assisted clients in preparing and refining their investor pitches, ensuring that key business plan elements were effectively conveyed to potential investors and stakeholders.

### **Freelance, Business Plan Writer (remote)**

#### **Fiverr**

September 2017 to April 2021

- Assisted in the development of business plans for multiple clients, including conducting market research, financial analysis, and competitor analysis.
- Collaborated with team members to create detailed sections of business plans, such as executive summaries, market overviews, and financial projections.
- Conducted industry research to identify emerging trends, potential risks, and growth opportunities for clients.
- Prepared presentations and reports to communicate business plan findings and recommendations to clients.

### **Education**

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#### **Professional in Translation**

College of Education - Oyo

February 2013 to September 2015

#### **Associate's degree in Business Administration and Management**

Metropolitan School of Business & Management

#### **B. Tech in Geology in Geology**

Ladoke Akintola University of Technology

### **Skills**

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- Expertise in conducting market research, financial analysis, and industry trend analysis to develop accurate and compelling business plans.
- Customer service
- Data interpretation
- Grant Proposal Writing
- Social Media Manager
- Exceptional written and verbal communication skills.
- Business plan writing

- Business Management
- Pitch deck
- Communication and presentation skills
- Strong understanding of SEO and content optimization for social media.
- Financial forecasting and analysis
- Team collaboration
- Business proposal writing
- Strategic planning
- Over 10years of experience in business plan writing, providing services to a diverse range of clients across various industries.
- Market research and analysis
- Data Entry
- Excellent written and verbal communication skills, with the ability to communicate complex ideas effectively.
- Strong understanding of business models, financial forecasting, and strategic planning.
- Microsoft Office
- Organizational skills
- Communication skills
- Leadership
- Administrative experience
- Attention to details
- Customer service representative
- Translation
- Transcription
- Attention to details
- Tech savvy
- Social Media Management
- Adobe Photoshop
- Attention
- Telemarketing
- Tele sales
- Time Management Links

## Certifications and Licenses

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Nigeria youth service Corp  
July 2022 to Present

**Jobberman; soft skills** January  
2020 to Present

**Professional geologist**  
April 2022 to Present

**Business management**  
September 2021 to Present

**Professional translator**  
January 2020 to Present

***References: Available upon request***