

MOSES BAMIDELE OGUNSANYA

Certified Contact Centre Professional

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OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development and help me achieve personal as well as organization goals.

SUMMARY OF SKILLS

- Strong data analysis, interpretation and problem solving skills
- Willingness to accept challenges along with the ability to work under pressure
- Goal-oriented and motivated individual along with the ability to work independently
- Ability to develop quality assessment strategies and plans and implement them successfully
- Remarkable attention to detail, communication, and leadership skills

WORK EXPERIENCE

Spread Your Wings LLC (Remote - USA)

Customer Relationship Management (CRM) Specialists

Mar. 2019 – Till Date

Key Responsibilities

- Executing multiple administrative tasks including mailers, corporate letters, outreach marketing, data entry, updating databases.
- Entered, monitor and manage customer database in the CRM
- Creating, distributing and promoting, e-marketing services to a target market over the Internet or through digital tools.
- Establish defined quality standards for all work aspects of the organization.
- Identify areas and opportunities to upgrade quality standards within management processes and systems
- Managed several email accounts on a daily basis, ensuring excellent customer care for our clients.

SirLuckHomes Real Estate (Remote - Canada)

Digital Marketing Specialist/CRM Manager

Sept. 2020 – Dec 2021

Key Responsibilities

- Ensures that customer service representatives follow all company policies and procedures when dealing with customers.
- Creating, distributing and promoting, e-marketing services to a target market over the Internet or through digital tools.
- Executing multiple administrative tasks including mailers, corporate letters, outreach marketing, data entry, updating databases.
- Trains representatives on new product and service offerings as well as special sales and promotions.
- Establish defined quality standards for all work aspects of the organization.
- Uses social media to help promote the company's products and services.
- Managed several email accounts on a daily basis, ensuring excellent customer care for our clients.

Forbes Marketing Conglomerate (Remote - USA)
Supervisor Independent Contractor

Jan. 2019 – Apr. 2020

Key Responsibilities

- Assist with training and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products.
- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Detecting and scrubbing leads to upload on CRM daily.
- Identifying operational issues and suggesting possible improvements.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and answering agent questions regarding best practices.
- Fill out Daily/Weekly Report accurately and submit to HR and cc COO daily.

Ndackson & Company (Union Bank Nigeria plc.)
Team Lead Process Efficiency
(Customer Experience Unit)

Jun 2016 – May 2018

Key Responsibilities

- Report to senior level management.
- Conduct performance evaluation of agents to identify and categorize staff members as target achievers and non-achievers.
- Provide tips to non-achievers on ways to improve work performance
- Monitor daily functions of the call centre and ensured smooth operation of all activities, and resolved issues, if any.
- Establish defined quality standards for all work aspects of the organization.
- Identify areas and opportunities to upgrade quality standards within management processes and systems.
- Monitor calls/mails of agents and ensure they are addressing customers' complaints as per set protocols.

Contact Centre Officer

Dec 2014 – May 2016

Key Responsibilities

- First call resolution.
- Identify and resolve client concerns.
- Listen attentively to customer needs and concerns; demonstrate empathy.
- Attends to queries and clients complains received through phone calls and E-mails.
- Prepare complete and accurate work and update customer file.
- Participate in activities designed to improve customer satisfaction and business performance.
- Use decision-support computer software programs to respond to common customer work/service order inquiries and requests.
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- Relay important complaint from customers to appropriate unit and also ensure follow ups.
- Support other team members in addressing issues based on my experience on the job.
- Present and sell company (UNION BANK) products and services to current and potential clients.

Workforce Group (Ecobank Nigeria plc.)

Contact Centre Officer

June 2012 – Dec 2014

Key Responsibilities

- First call resolution.
- Identify and resolve client concerns.
- Prepare complete and accurate work and update customer file.
- Participate in activities designed to improve customer satisfaction and business performance.
- Use decision-support computer software programs to respond to common customer work/service order, inquiries and requests.
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- Relay important complaint from customers to appropriate unit and also ensure follow ups.
- Helping with training and development as team lead.

EDUCATION/ QUALIFICATION

Ekiti State University, Ado-Ekiti, Ekiti State (B.Sc. Hons Physics/Electronics)	2017
Starfield Private College, Fagba, Iju-Ishaga, Lagos (West African Secondary School Certificate)	2004
Tad day Nursery and Primary school, Oke-Ira, Ikeja, Lagos (Primary School Leaving Certificate)	1998

APPLICATION SKILLS

- Use of Mastercard Score Bridge/ Visa Risk Management.
- Use of Siebel, Dynamic and Monday CRM.
- Use of Cisco, Twilio and Openscape Applications.
- Use of Business Object/ Card Management Module.

CERTIFICATION AND AWARDS

Shaw Academy Diploma in Digital/Viral Marketing	2018
Shaw Academy Diploma in Social Media Marketing	2017
U-Connect Call/Contact Centre Skills Training	2016
Alison Online Learning Diploma in Customer Service	2014
Letter of Commendation (ECOBANK)	2014
QAI Global Institute Frontline Customer Service Professionals	2013

HOBBIES

Traveling | Surfing the Internet | Playing Chess & Scrabble | Blogging | Football | Tech Enthusiast.