

MAYOWA ADIGUN

CUSTOMER SUPPORT AGENT



EDUCATION

University Of Lagos
Diploma in social work

PROFESSIONAL EXPERIENCES

Estrome Venture | 2020 - 2022

Call Center Operations Manager

Key tasks:

- Made sure sufficient call center coverage to attain service level targets, involving scheduling, resourcing, and recruitment initiatives
- Built a team environment that nurtures growth and the willingness to help others
- Responsible for the total quality member experience through teaching, coaching, and technical development of call center personnel for exceptional service delivery

Mercy Cuzy Organic World | 2018 - 2020

Call Center Operations

Key tasks:

- Enhanced call center productivity, accomplished quality standards through data analysis
- Monitored, supervised, and reported metrics
- Prepared weekly, monthly, and quarterly reporting results to senior management

ABOUT ME

Highly self-motivated to consistently improve skills and grow professionally Call Center Manager with over 4-year experience in planning and performing call center strategies and operations. Trained in improving systems and processes, as well as managing personnel.

PERSONAL INFO

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EXPERTISE HIGHLIGHTS

- CRM
- Customer Service
- Data Entry
- DropBox
- Excel
- Google Suite
- Hubspot
- Microsoft Office Suite
- Phone Support
- Leadership
- Communication

LANGUAGE

English – fluent speaker
Yoruba – native speaker