**HOPE OLUGBEDU**

United Kingdom

[idahodahope@gmail.com](mailto:idahodahope@gmail.com)

070424237262

[linkedin.com/in/hope-olugbedu](https://www.linkedin.com/in/hope-olugbedu-0b011b247)

PROFFESSIONAL SUMMARY

Dedicated and customer-focused Customer Care Representative with 5 years of experience in providing top-tier customer service. Skilled in handling customer inquiries, resolving complaints, and ensuring customer satisfaction. Adept at multitasking, problem-solving, and working in fast-paced environments. Passionate about enhancing customer experiences and maintaining strong client relationships.

KEY SKILLS

Customer service

Listening

Collaboration

Team Playing

Extensive MS Office knowledge

Organisation

Communication

**EDUCATION**

### ULSTER UNIVERSITY LONDON CAMPUS

### MSc, International Business 2021-2022

### UNIVERSITY OF CAPE COAST GHANA

### Bachelor of Art, Banking and Finance, 2nd class Lower division 2010-2013

### PROFESSIONAL EXPERIENCE

### HEALTHCARE ASSISTANCE

### ALEXANDRA PARK CARE HOME LTD AUGUST 2023- TILL DATE

* Providing physical support
* Helping with household task and personal care
* Providing emotional support if needed
* Administrating medication
* Socializing with patient
* Aiding communication
* Hourly checks to ensure resident safety

### CUSTOMER SERVICE ADVISOR

### TOOB LTD JANUARY 2021 – AUGUST 2021

* Effectively handled existing customer enquiries across a variety of channels, including phone, email, and social media
* Effective use of company software and use of Excel for daily and weekly reports
* Displayed strong product knowledge and customer service skills to identify and understand the customer’s requirements, building rapport and showing empathy to resolve and offer solutions
* Explained complex information clearly and simply using excellent communication and listening skills
* Engaged effectively with the customer, providing support to maximise opportunities for fault resolution at first point of contact.
* Accurately and concisely updated systems and relevant portals to ensure agreed actions with the customer are fulfilled.
* To process orders for new customers, promoting and representing the brand in a positive and professional manner.
* Take ownership of complaints and dissatisfaction, monitoring & follow up until fully resolved, employing a calm, methodical manner.
* Regularly tracked my progress against KPIs and SLAs, ensuring productivity targets.

### CUSTOMER SERVICE OFFICER,

### (ASTRA POLARIS MICROFINANCE BANK) JANUARY 2015 – DECEMBER 2020

## Answer phone, email, and face-to-face customer enquiries.

## Direct customers to online resources.

## Create and maintain reports on customer interactions.

## Attend weekly team meetings.

## Update customer records in our system, including notes about conversations and outcomes.

## Present ideas for improving customer care.

## Participate in team-building activities.

## Develop customer rapport.

## Encourage customers to complete satisfaction surveys.

## Make recommendations to managers to improve customer experience.

NYSC DELTA STATE, NIGERIA.AUGUST 2014-JULY 2015

DELTA STATE INTERNAL REVENUE SERVICE

* Maintain all required paperwork as required by law.
* Administer all internal audits and ensure strict compliance regarding all documents concerned.
* Analysing accounting system and ensure compliance with all statutory laws guiding tax administration.
* Evaluate all audit files and assist to provide training to other auditors.
* Analysing documents at the stage of pre-audit and develop audit plans in accordance with laid down procedures.
* Evaluate refunds and perform an accurate calculation for all tax assessment and prepare audit reports at the end.
* Submit the results of internal audits in line with the accepted procedures and evaluate all issues to assist clients.
* Interpret federal, state, and local tax laws and regulations and apply them accordingly in all auditing procedures.
* Explain tax codes and laws to taxpayers and clients.
* Collect taxes on behalf of the government and collect tax reports from individuals and businesses.
* Make recommendations on tax compliance and payments to individuals and businesses that have been audited.
* Make detailed reports regarding findings after concluding an audit.

**LANGUAGE**

English – full professional proficiency

REFERENCE

Available on request