KALEJAIYE HABEEB

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PROFILE

* A customer-centric professional with proven experience in providing support to customers by identifying opportunities promoting strategies and increasing internal and external customer satisfaction.
* Excellent interpersonal, and communication skills, displaying a detail-oriented approach when working with cross-functional teams and facing customers to provide innovative solutions across diverse roles.

WORK HISTORY AND RELEVANT EXPERIENCE

**Sylken Limited**

**Customer Experience Quality Analyst 01/2020 – 06/2024**

* Monitored, evaluated, and reviewed interactions of call center agents (Inbound Contact Center and Telesales) to ensure quality levels are maintained and compliance policies are adhered to.
* Engaged call center agents to provide adequate training, coaching, and mentorship as a fallout of training needs identified from evaluated and reviewed interactions.
* Reviewed weekly interactions to identify and glean insights, identify opportunities and customer pain points to include in weekly management reports for process improvements.
* Conducted monthly team appraisals to evaluate KPIs and call center metrics aligned with OKRs as pre-defined by the business to identify required adjustments before quarterly review.
* Developed E-Learning, FAQ, and Training syllabuses to help acclimatize end users to the efficient use of processes and tools.

**Benjamin Michaels Limited**

**Customer Support and Success Officer – Contact Center 09/2017 – 12/2020**

* Handled inbound customer interactions across various channels (Calls, Emails, and Chat Platforms) towards resolving customer concerns and complaints.
* Provided product information and engaged in cross-selling and up-selling product offerings.
* Mentored and coached new hires and existing employees on performance improvement plans.
* Supported product managers with user testing and feedback gathering prior to product launch.
* Processed customer requests, maintain customer information, and documented call information according to standard operating procedures.
* Reviewed open customer complaints exceeding TAT for follow-up and engaged survey respondents with pain points toward closing the loop and service recovery.

**Customer Services Representative 01/2016 – 08/2017**

* Onboarded and conducted on-the-job training of service officers, setting KPIs, and monitoring performance to foster feedback and boost staff development.
* Processing customer requests and resolution of customer complaints while providing advisory services to walk-in customers with emphasis on E-Channel usage, safety, and benefits.
* Processed personal and business transactions accurately following strict policies and procedures.
* Provided guidance on company’s service, guidelines, directives and procedures.
* Fostered a customer-centric culture and promoted an innovative attitude toward processes and organizational strategy while maintaining work tool adequacy.

**Environment**: Microsoft Office (Excel, Word, PowerPoint & Outlook), Google Suite (Docs, Sheets, Slides, Meet, Forms & Calendar), Teams, Salesforce CRM, Social Media (Facebook, Twitter, WhatsApp, Live Chat), Manage Engine.

AREAS OF EXPERTISE

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| * Service Experience Design * Digital Customer Support – Mobile Applications * Complaint Management & Ticketing | * Call Centre Management * Inbound Contact Center * Telesales and Marketing |

EDUCATION

* MSc Biochemistry, University of Lagos, Akoka, Lagos State, Nigeria.
* Bachelor of Science, Biochemistry. Olabisi Onabanjo University, Ago-Iwoye, Ogun State, Nigeria
* Secondary School Certificate Examination, Homat Comprehensive College, Ikorodu, Lagos State, Nigeria.