

# AJAGBE ISAAC OLADAPO

CRM | CUSTOMER SERVICE | CLIENT RELATIONS | BUSINESS DEVELOPMENT | OPERATIONS | MICROSOFT OFFICE

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## ABOUT ME

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Professional Customer Relationship Management Personnel, Client Relations Expert and a Operations Specialist. A graduate of the prestigious Federal University Lafia with a degree in Chemistry B.sc, Waziri Umar Polytechnic, with National Diploma(ND) in Computer Science Education, Certification from National Youth Service Corps(NYSC), MTNN-iSON Xperiences. Core management experience from National Youth Service Corps(NYSC), MTNN-iSON Xperiences, Opay\_NG (Paycom Bank), Laboratory Technician, Baptist Model High School, and Cocoa Products Ile-Oluji. I am result oriented and will certainly add value to my prospective organization with my management skills and experience ranging from customer relationship management, customer service, and business development, I am confident of an increase in organizational growth and development.

## SKILLS

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- Customer Relationship Management(CRM)
- Business development
- Multitasking
- Operations
- Microsoft office
- Customer Service
- Team lead
- Administration
- Conflict Management
- Communications
- Negotiation
- Service Management

## CERTIFICATION

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FEDERAL UNIVERSITY LAFIA, NASARAWA STATE  
B.sc  
Chemistry

WAZIRI UMAR POLYTECHNIC BIRNIN KEBBI  
National Diploma  
Computer Science Education

MTNN-iSON XPERIENCES  
Certified  
Certified Customer Service Representative (CCSR),

FEDERAL UNIVERSITY LAFIA,NASSARAWA STATE  
Students Chemical Society of Nigeria certificate of membership,

PROJECT MANAGEMENT CERTIFICATION (PMP)  
Certified

NATIONAL YOUTH SERVICE CORPS(NYSC)  
Certified

## CAREER EXPERIENCES

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iSON XPERIENCE  
Customer Care Executive  
Apr. 2019 – Present

My achievements

- Conduct informative and resourceful resolution sessions to solve queries and improve the quality of the products and services delivered to the customers, thereby promoting company's efficiency, productivity and revenue.
- Provide help to customers based on their queries.
- Educate customers on MTNN products and service.
- Manage and maintain in-house facilities and equipment for efficient and professional service delivery.
- Keep records of customer's interaction and transactions, recording details of enquiries, complaints, comments, as well as actions taken.
- Follow up and ensure proper actions were taken on customers' requests.
- Refer unresolved customers grievance or special requests to designated departments.

## OPAY\_NG (PAYCOM BANK)

Business Developer

3months

### My achievements

- Responsible for creatively developing business and attractive strategies to get customers to know about the business and the benefits, based on individual experiences, personal development, finances and investments.
- Oversees the sales process to attract new customers.
- Utilized different social media spaces to reach out to the public about the business benefits.
- Work with colleagues to identify and manage risks and potential ones. and identify and implement new market opportunities

## LABORATORY TECHNICIAN LAGOS, NIGERIA

Lab Assist Nig. Limited

2years

### My achievements

- Collected blood samples from patients with appropriate materials and procedures, test and deliver results to medical professionals for proper diagnosis and treatment procedure
- Assisted in buffers mixing required for processing patients specimens in the Laboratory. Involve in experiment delivery and needed supplies.
- Maintained and manage cage washroom.
- Updates routine records of cage sanitation and wash chemicals supply usage.
- Prepared chemical waste, disposal forms and standard solutions.
- Cut costs for the company and implementation of delivery of patients through personal electronic mails to proffer customers privacy and security.

## Baptist Model High School

Educator

1year

### My achievements

- Educated students on science subjects, ensure their performances are on track both in class and outside the classroom.
- Taught using lessons notes, techniques and hands-on learning experiences to help students learn.
- Instructed students in specific subject-specific classrooms.
- Served as parent, mentor and modeling expected behavior to establish and maintain orders, disciplined classroom.
- ensured students achieve academic success and support

## COCOA PRODUCTS ILE-OLUJI

Quality Control Assistant/Production Officer

6months

My achievements

- Supervised and implementation of a suitable condition for the step by step process of attaining a quality product that meets company requirements and quality assessor organizations.
- Monitored operations to ensure that they meet production requirements.
- Inspected, test, or measure materials or products being produced.
- Recommended adjustments to production process or reject unqualified finished products, raw materials, packaging materials, labeling.
- Good knowledge of QA blueprints and requirements for accuracy and completeness before approving for distribution.

BIO-DATA

Sex: Male

Nationality: Nigerian

Language proficiency:English, Hausa and Yoruba.

Health Status: Certified Fit.

Address: Km 42, Olive Garden Estate, Abijo, Ibeju-Lekki, Lagos.

Address: Tejuoso Street, Ojuelegba, Yaba, Lagos.

Contact Address: 2nd Floor, Old Kingsway Building, Dugbe, Ibadan, Nigeria

REFERENCE

AVAILABLE ON REQUEST