



# Wilson Durodola

Customer Service

[View profile on Dweet](#)

## Links

[LinkedIn](#)

## Languages

English

## About

I'm an experienced Sales Support Representative with a strong background in customer service, having worked at Suit Supply and Primark. I excel in CRM use, problem-solving, sales processing and enhancing customer satisfaction. Comfortable adapting to different retail environments, my skills are apt for dynamic, fast-paced roles.

### BRANDS WORKED WITH

Carolina Logistics

Golden Sands Hotel Apartments

Golden Sands Hotels & Apartments

Primark

Suit Supply

## Experience

### ● Sales Support

Suit Supply | May 2023 - Now

- Responded to customer inquiries, tracked orders, and investigated shipping delays.
- Processed sales, refunds, and returns using Salesforce CRM, ensuring accuracy in data entry.
- Produced reports on sales figures and metrics, reporting unusual activity to supervisors.
- Updated customer records and referred complex cases to the Sales Support Manager. Achievement: I assisted in increasing the sales efficiency of the team by using the CRM to analyze customer satisfaction and giving the feedback to the team, which enabled us to meet the sales target.



### ● Assistant and Merchandiser

Primark | Apr 2023 - May 2023

- Provided excellent customer service to clients to maximize their satisfaction with smiles.
- Maintained window displays and signage.
- Resolved customer inquiries and complaints and processes payments and refunds.
- Received deliveries and conducted stock checks. Achievement: I contributed to the increase in the overall revenue of the organisation through my efficient performance in attending to customers with great empathy.

### ● Receptionist

Golden Sands Hotels & Apartments | Jul 2019 - Apr 2022

- Provided necessary assistance to guests to make them feel a warm welcome.
- Checked availability of rooms and make sure they match the guest requirements.
- Registered & processed assigned rooms to guests and documentations. Achievement: I contributed to a 30% increase in the sales and revenue figure by upselling food and beverage packages to the guests and suggesting available services provided by the hotel.

## Education & Training

2023 - 2024

### ● Middlesex University

International Business Management,

2013 - 2014

### ● Kharkov National University of Radioelectronics

MSC,

2009 - 2013 ● Kharkov National University of Radioelectronics  
BSC,