



# Oluwaseun Ogundijo

Client Service Manager

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## Languages

- English
- Yoruba
- French

## About

A retail professional with experience in customer service and order management at YOOX NET-A-PORTER and Sussy Andy Fashion House. Fluent in French, English, and Yoruba, I expertly handle diverse customer interactions, showcasing adaptability across fast-paced retail environments.

### BRANDS WORKED WITH

- Dooke Innovation Center
- law and visas
- Sussy Andy Fashion House
- Transport and Port Management System
- Umuobiala High School
- YOOX NET-A-PORTER

## Experience



### Retail Fashion Picker and Packer

YOOX NET-A-PORTER | Oct 2023 - Jan 2024

- Locating the correct goods as per customer orders using barcodes and serial numbers
- Using warehouse machinery to move goods from storage areas to packaging areas
- Inspecting goods for damage or faults before they are packed
- Using industrial packaging materials, such as cardboard boxes, wooden pallets and bubble wrap to safely and securely package goods
- Loading packaged goods into containers for shipping
- Completing paperwork or entering data into software to allow orders to be tracked
- Ensuring that storage areas are kept fully stocked at all times
- Following health and safety policies and procedures in the warehouse

### Freelance customer service agent

Sussy Andy Fashion House | Feb 2021 - Jan 2023

- Manage a large amounts of incoming phone calls, emails and live chats.
- Build sustainable relationships and trust with customers' accounts through open and interactive communication.
- Meet personal/customer service team sales targets.
- Handle customers' complaints, provide appropriate solutions and alternatives within the time limits; follow-up to ensure resolution.
- Keep records of customer interactions, process customers' accounts and file documents.
- Assist determining pricing schedules for quotes, promotions and negotiations.



### Client Service Representative

law and visas | Oct 2018 - Mar 2020

- Monitored case progress and notified the immigration lawyer on any concerns, potential problems and contributing information to the team's case review.
- Responded to about 270 enquiries in a week and resolved 86% of clients' complaints through phone, emails, live chats and in-person.
- Converted 55 percent enquiries to sales.
- Conducted business reviews and client satisfaction survey to ensure clients were satisfied with the service rendered.
- Concluded cases by verifying outstanding balances and prepared settlement documentation.

### Human Resource Intern

Dooke Innovation Center | May 2017 - Jun 2018

- Assisted in payroll disbursement for a team of 5 employees.
- Prepared candidate portfolios and headhunted for best fits for new position openings.
- Posted job descriptions online, responded to candidates, and assisted

in interview processes from start to finish.

- Maintained 100% accuracy and timely schedule of updating employee records, accounting for new hires and employee resignations.

- **Communication and Technical Support Officer**

Transport and Port Management System | Nov 2015 - Dec 2016

- Liaised with the Nigerian Port Authority on behalf of the clients-importers and exporters, to ensure proper documentations are complete for clearing goods at the port of delivery.
- Confirmed the authenticity and tracking of consignments.
- Ensured compliance with organizations control measures and monitoring of turnaround time on service desks through the conduct of spot-checks.
- Provided technical support to the customer service department.
- Responded to over 400 enquiries weekly from all over the world and resolved clients' issues regarding their consignments.
- Awarded the "Best Employee of the year" in 2016.

- **French Language Teacher**

Umuobiala High School | Sep 2014 - Jun 2015

- Taught French language to secondary students between the age of 10 years 14 years
- Developed methodologies customized for each of my students learning pace and evaluated the effectiveness of the methodologies through weekly performance test

## Education & Training

2013

- **UNIVERSITY OF ABOMEY CALAVI**

Bachelor of Arts in Linguistics,

- **Centre Béninois des Langues Étrangères**

Diploma in French Language,