

Ade Solanke

Customer Service Officer

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Languages

English

About

Experienced service-oriented, enthusiastic, and self-motivated individual with strong ability to multi-task, prioritize, and manage time effectively. With over 10 years working experience in a fast-paced live environment, managing tasks on a timely basis, and building trusted advisor relationship with customers to identify and guide them to their goals. I am focused, a good listener, empathic, patient, and of a caring nature while promoting team efficiency and adaptability with initiative-taking cross-functional communication, and meticulous diligence. I also recognize the importance of confidentiality and can show this in practice and have natural eyes for process improvement to promote efficiency with teamwork. My mantra is to exceed customers' expectations by working smart while driving quality and consistently managing high customer satisfaction ratings, creativity, and practical problem solver while managing numerous customers concurrently.

BRANDS WORKED WITH

C2S Nigeria LTD

INTEGRATED SYSTEMS AND DEVICES LIMITED

Negriz Limited

Tesco

Experience



Retail Assistant

Tesco | Oct 2022 - Now

Non-Food Department (F&F) October 2022 to Date

- Unpacking of deliveries
- Arranging and tidying the shop floors
- Sorting of clothes according to gender, style and size
- Tagging of clothes with security dongles
- Attending to customers' inquiry
- Assist customers with product information to suit their needs.
- Scan products that are being moved to the shop floor
- Treat customers' returns and enter the returned items back into the store
- Receive and unpack stock.

Customer Satisfaction Officer

C2S Nigeria LTD | Aug 2015 - Sep 2022

- Sorting of incoming and outgoing parcels/ items according to geographical location
- Weighing of goods for delivery to ascertain their weight in order to calculate the delivery fee
- Repackaging of goods for delivery and proper labelling to show delivery location
- Investigate and resolve customer complaints quickly and patiently.
- Communicating with customers to update them on the status of their order
- Database management and managed communication.

Customer Service Representative

INTEGRATED SYSTEMS AND DEVICES LIMITED | Sep 2012 - Aug 2015

- Provided customers with up-to-date information about products and promotional offerings.
- Handled customer calls and responded to queries about services, product damages, promotions, and billing.
- Worked to address all customer concerns in a timely and effective manner.
- Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.
- Developed successful tactics to sell products and services to customers.
- Worked to understand the needs of each customer.

● Warehouse and Inventory Operative

Negriz Limited | Jan 2004 - Sep 2012

- Routing of finished from goods production to packaging line
- Final Confirmation of quality and quantities' compliance
- Receiving, checking and sorting the full range of Amazon products that enter the warehouse
- Picking, packing, and shipping customer orders
- Relocating products using forklifts, pump trucks and power pallet trucks
- Sorting and pelleting of products
- Redistribution of items across different unit for dispatch
- Liaising with customers, suppliers and transport companies
- Coordinating and monitor the receipt, order, assembly and dispatch of goods
- Using space and mechanical handling equipment efficiently, making sure quality, budgetary targets and environmental objectives are met
- Having a clear understanding of the company's policies and vision and how the warehouse contributes to these
- Coordinating the use of automated and computerized systems where necessary
- Responding to and deal with customer communication by email and telephone
- Keeping stock control systems up to date and make sure inventories are accurate
- Planning future capacity requirements
- organizing the recruitment and training of staff, as well as monitoring staff performance and progress
- Motivating, organizing and encouraging teamwork within the workforce to ensure productivity targets are met or exceeded
- Producing periodic reports and statistics on a daily, weekly and monthly basis

Education & Training

2002

● Ondo State Polytechnic

Higher National Diploma (HND) Accountancy,