



# Bukola Oladele

Customer Success | Customer Care | Customer Service | Sales Associate | Team Member

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## Languages

English

## About

With over 3 years in customer-facing roles, I've excelled in delivering exceptional service and driving sales across diverse retail environments. My experience includes managing accurate financial transactions, stock audits, and fostering inclusive settings. Passionate about enhancing customer experiences, I adapt swiftly to new retail challenges, aiming for excellence in every task.

### BRANDS WORKED WITH

NACK Apparel

Spectranet

Watford Football Club (Constellation Hospitality)

## Experience

### ● Waiting staff/Cashier

Watford Football Club (Constellation Hospitality) | Oct 2023 - Mar 2024

- Collaborated with a diverse team, ensuring seamless communication between front-of-house and back-of-house staff Managed and processed bills, maintaining 100% accuracy in financial transactions
- Achieved an average order accuracy rate of 98%, resulting in satisfied customers and reduced order corrections.



### ● Customer advisor

Spectranet | Jul 2021 - Aug 2023

- Implemented initiatives that contributed to amazing customer experiences, aiming for a 15% increase in positive customer feedback within the fiscal year
- Resolved customer queries within a timeframe of 24 hours, aiming for a 20% reduction in query resolution time over the next quarter Collaborated with cross-functional teams to exceed customer expectations Actively participated in diversity and inclusion initiatives, fostering an inclusive environment.



### ● Sales Associate

NACK Apparel | Jan 2020 - Jun 2021

- Demonstrated exceptional customer service skills, resulting in a 20% increase in customer satisfaction ratings. Maintained a 99% accuracy rate in processing customer transactions, minimizing errors in cash handling or electronic payments
- Conducted monthly stock audits with 100% accuracy, minimizing inventory errors Exceed monthly sales targets by 10%, contributing to overall team success

## Education & Training

2024

### ● University of Hertfordshire

Master of Management,

2020

### ● University of Lagos

Bachelor of Arts,