



Olatunji Adeleye

Head: Customer Service Management

King's Lynn PE30, UK

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Languages

English (Fluent)

About

Hello, I am ADELEYE OLATUNJI ADEDEJI, a resourceful manager passionate about people management, offering in-depth experience and a rich blend of customer service, process improvement, personnel management and leadership talents gained from 15 years' experience working for top companies in the customer service, sales, manufacturing and logistics industry. I am a results-oriented and customer-focused professional maintaining a high level of professionalism and efficiency to minimise customer dissatisfaction, provide unparalleled customer service level, and win customer loyalty by strategically managing operations and implementing process improvements. I'm a dedicated team player with a collaborative leadership style, fostering long-term partnerships with a variety of teams, clients, management, and stakeholders. I am a forward-thinking leader successful at training and mentoring employees to promote a culture of collaboration, excellence, and continuous improvements. I will add strong value to your organisation by bringing: First class strategic and, analytical abilities overseeing daily operations and implementing effective customer service procedures ensuring customer satisfaction/loyalty while delivering quality and excellent services. Unmatched expertise leveraging IT expertise to develop innovative and quality procedures that measure and improve customer service cycle from cash, to order generation, processing, and delivery. Committed to developing service procedures, policies, and standards to improve service excellence as well as providing operational and administrative assistance and support to ensure smooth service delivery to customers. Highly passionate demonstrating in-depth industry experience and knowledge executing responsibilities and maximising existing relationships/networks across the region facilitating the achievement of company objectives Excellent abilities managing and nurturing sustainable relationships with teams, executive management, stakeholders, and customers across multiple channels to achieve business goals and objectives. My area of expertise includes: Customer Service, Excellent Communication Skills, Cross-Functional Leadership, Team Leadership/Management, Customer Experience, Operational Improvement, Process Improvement, Customer Success, Courteous Demeanour, People Management, Coaching/Training, Telephone Etiquette. Feel free to email me at olta1_1@gmail.com or call me at +447984917329 or +2348022228863

BRANDS WORKED WITH

- ACCA
- Airtel Nigeria
- Centum Learning Limited
- Community Secondary School
- Lafarge Africa PLC a member of the Holcim Group
- Physics & Mathematics Teacher
- Telnet Enterprise Systems
- VMobile
- Zain

Experience

● Head: Customer Service Management

Lafarge Africa PLC a member of the Holcim Group | May 2017 - Now

I sit within the supply chain and commercial directorates and I'm accountable for the Cash to Order process, Rebate Management, Sales Administration, On-Time Delivery, Relationship & Complaint Management and the overall Customer Experience across the Lafarge Customer Journey, . Within this role, I am responsible for leading a dynamic team across our 3 business units (East, North & West) to design & implement Customer Service Standards, Policies & Procedures to build a customer-centric culture for the Organisation. I leverage on IT to develop innovative ways to measure and improve customer satisfaction and the customer service cycle while ensuring best safety standards. Key Highlights: 1. Standardized customer service processes across the 3 BUs and delivered a robust complaint management process in July 2017 which led to 75% improvement in the registration timeline, 30% decrease in the Cash to Order Time, 5% improvement in Complaint Handling. 2. Launched extra channels to ensure more customers could reach my team which improved the contact rates by 50% 3. Launched ICE -Instant Customer Engagement, a feature which allowed customer give instant feedback per delivery via SMS in August 2017 and now digitally using our

customer app - Clickit 4. Designed & implemented the LOGistics Intel-
ligence Centre our control tower where all our deliveries are monitored
real time 5. Redesigned and centralised the Cash to Order process across
the business units which improved efficiency by 50% and reduced the
C2O time to 15mins 6. Successfully implemented and launched the first
customer app within the cement industry - Clickit 7. Led the team to win
the Best Customer Service Company in the Cement Industry in the West
Africa Innovation Awards 2021 9. Improved the Complaint Resolution
Rate from 80% to 99.9% with an average time of 1 day for resolution of
complaints.



- **Acting Country Head: ACCA Nigeria**

ACCA | Dec 2016 - May 2017

Within this role I was responsible for supporting and leading the Nigerian Team in the delivery of our KPIs including initial student registrations, exam uptake & progression, events and activities that drive student and member growth, retention, satisfaction and loyalty. While in this role, I led the team to achieve 50% of the 2016/2017 IR targets - with January 2017 - March 2017 having the best performance of the financial year in-terms of all the KPIs being measured. Also built a robust mechanism to ensure that the team started the new financial year on a strong footing in all the major KPIs for the market.



- **Regional Customer Service Manager: Sub Saharan Africa**

ACCA | Nov 2014 - May 2017

I was responsible for process improvements to ensure premium Customer Experience throughout the student journey and member life cycle. My role directly impacts customer retention and loyalty and as such; I have been instrumental in developing and implementing an effective customer service strategy, which caters for all customer segments. I am actively involved in providing 1st level support for all market teams, as well as operational support to aid overall target delivery Key Highlights:

Set up the pilot SSA Outbound Call Centre including talent recruitment and training; resulting in a weekly average of 50 initial registrations towards the regions' target. Implemented alternate customer contact and engagement channels including SMS & WhatsApp, resulting in an increased contact rate of 80%. Data management and strategy implementation for successfully obtaining new member conversion targets over the last 2 years. Improved outbound contact rate by 35% via data cleansing and effective usage of SMS as a communication channel.



- **Head: Customer Service Operations (Africa)**

Centum Learning Limited | Aug 2013 - Nov 2014

Responsible for providing strategic direction for Centum CS operations across 15 countries in Africa which include Nigeria, Ghana, Sierra Leone, Gabon, Burkina Faso, Niger, Chad, DRC, Congo B, Malawi, Tanzania, Kenya, Uganda, Zambia & Madagascar. Responsible for capacity building & development of CS Trainers in Africa



- **Customer Service Operations Lead (West Africa)**

Centum Learning Limited | Apr 2013 - Jul 2013

Responsible for providing strategic direction to the operations in Nigeria, Ghana, Sierra Leone, Gabon, Burkina Faso, Niger & Chad. Responsible for capacity building & development of Trainers in the Region.



- **Deputy Manager: Customer Service Operations**

Centum Learning Limited | Nov 2011 - Mar 2013

Managed & Ensured 100% capacity utilization of all Centum CS trainers Nigeria monthly Ensured 100% role holder coverage per learning intervention. Liaised with the Airtel Stakeholder to ensure all Learning & Developmental plans for customer facing staff are identified and implemented. Conducted monthly reviews on Centum activities with Airtel stakeholders (Customer Service Director, L&D Head) to ensure learning interventions align with business objectives. Learning Design & Implementation Centum CS Trainer & Partner Trainers Capacity Building and Development. Partner Governance: Ensuring that Airtel Call Centre

Partner agents get the required training & deliver the highest quality to Airtel customers.



- **Training Effectiveness Consultant**

Centum Learning Limited | Oct 2010 - Oct 2011

Customer Services Training Analysis, Design & Facilitation. Contact Centre & Show Room audits to ascertain training needs and develop appropriate interventions. Content Design & Development. Evaluating the extent of knowledge enhancement by conducting Job Knowledge Quizzes. Continuous improvement in training delivery and content by analyzing feedback scores. Partner governance: governance and auditing of Airtel BPO partner (Spanco & Tech Mahindra) trainers. Maintaining Airtel Nigeria's Knowledge Management Tool. Mentoring & coaching of all Centum Customer Service Trainers in Nigeria, Ghana & Sierra Leone.



- **Customer Care Support**

Airtel Nigeria | Nov 2009 - Oct 2010

Team Member: Quality Assurance & Training Information Management within the Customer Care Directorate. Managed CCADP programme for all new intakes within the Call Centres. TNA Training Design & Facilitation.



- **Team Member: Training**

Zain | May 2009 - Nov 2009

Human Resources: Learning & Development Team Member: Training Learning Management for Zain Nigeria Staff TNA Managed Oracle Learning Management system for Zain Nigeria. Ensured that all learning activities and interventions were captured periodically and sent to ITF. April 2006 – May 2009 Zain Nigeria Contact Centre Training Specialist: Training & Development Training Analysis, Design & Delivery for Uyo Contact Centre (April '06 – Aug '07 Training Analysis, Design & Delivery for Delta Contact Centre (Sept '07 – May 09



- **Call Centre Associate**

VMobile | Nov 2004 - Apr 2006

- **Dean of Studies**

Community Secondary School | Oct 2003 - Aug 2004

Planned the school calendar and ensured that academic activities went on smoothly. Supervised and ensured the smooth conduct of JSCE and SSCE examinations in the school.

- **Sound & Network Support Engineer**

Physics & Mathematics Teacher | Sep 2002 - Aug 2003

Designed & implemented a 13 point office network solution for Dapo Akinosun & Co, Dolphin Estate, Ikoyi. (June 2003) Designed & implemented a 15 point network for Nigeria Opportunities Industrialization Centre (NOIC) cyber cafe, Gbagada.; Trained the staff of NOIC cyber café on cyber café operations Troubleshooting and Assembly of PCs. Sound Consultancy to Fellowships and Churches (Christ Love Fellowship, OAU.; Redeemed Christian Fellowships (OAU & OOU); Agape Bible Church, D/Line, Port Harcourt).

- **Intern**

Telnet Enterprise Systems | Dec 1999 - Apr 2000