



**TITILOPE ADELEYE**

VIRTUAL ASSOCIATE



*An engaging Customer Service VA with 5 years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement*

## **SPECIALIZATIONS**

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- Customer Service/Support
- Client Management and Retention
- Conflict Resolution

## **WORK EXPERIENCE**

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### **Customer Service Specialist**

2015 TO 2021

- Analyzed, researched, and documented customer issues and provided logical solutions via emails, live chats, ticketing, and telephones
- Reduced numbers of repeated complaints via all channels by 10%
- Surpassed performance goal by 20% via approaching all interactions with resourcefulness, organization, customer-centric solutions.
- Provided friendly, knowledgeable, and supportive customer service to improve the experience and grow customer retention.

## **EDUCATION BACKGROUND**

B.Sc Mass Communication  
KWARA STATE UNIVERSITY, NIGERIA