

Lade Okunmolale

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Highlights of Skills and Qualifications

- 8+ years of hands-on experience in customer service, client support, and administrative operations
- Proven ability to resolve customer complaints efficiently and professionally
- Experienced in using Salesforce CRM and maintaining accurate customer records
- Proficient in Microsoft Office Suite: Word, Excel and Outlook and also in Zoom, Google Docs
- Experienced in social media engagement and customer interaction across platforms
- Strong technical support skills across multiple platforms and communication channels
- Skilled in customer retention strategies and delivering exceptional service
- Sales-oriented with experience in cross-selling and upselling products
- Proficient in handling multi-line phone systems and managing high call volumes
- Excellent verbal and written communication skills with a friendly and empathetic tone
- Strong problem-solving abilities in fast-paced and high-pressure environments

Work Experience

Customer Care Representative (Inbound & Outbound)

01/2019 – 05/2025

Globacom Nigeria Limited, Lagos

- Built strong client relationships, regularly exceeding sales targets and service expectations
- Handled a high volume of inbound/outbound calls and inquiries with professionalism
- Provided support for product-related inquiries, technical issues, and customer feedback
- Managed customer complaints with diplomacy, ensuring swift and effective resolution
- Maintained accurate records using Salesforce CRM
- Engaged with customers across social media platforms, providing real-time support
- Managed and moderated the company's social media presence to enhance engagement
- Offered expert product knowledge and guidance to boost customer confidence

Administrative Assistant & Receptionist

10/2016 – 01/2019

Ifo General Hospital, Ogun

- Scheduled patient appointments and managed reception duties with a warm, professional way
- Answered calls, handled messages, and coordinated referrals efficiently
- Maintained patient records with strict confidentiality and accuracy
- Assisted in inventory management and ensured timely equipment ordering and maintenance
- Supported clinic operations by anticipating staff and patient needs
- Created a welcoming atmosphere and handled patient inquiries
- Coordinated incoming and outgoing referrals, ensuring accurate documentation

Sales Associate

09/2014 – 10/2016

Prowess Light and Furniture, Nigeria

- Assisted up to 80 customers daily, offering guidance on products and purchases
- Maintained visually appealing displays and organized sales floor