
TOLANI LANRE AHMED

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PROFESSIONAL SUMMARY

Ambitious Public Relations enthusiast embarking on a career-building journey in the field. Offering expertise in copywriting, editing and proofing of all manner of communications. Focused on contributing to company success while learning from established professionals. Seeking to take on a challenging position with long term career potential. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

- Communications strategies
- Sales and marketing
- Writing releases
- Social media platforms
- Professional business writing
- Research proficiency
- Strategy development
- Team development
- Conflict resolution
- Work ethic
- Multitasking
- Schedule Mastery
- Recordkeeping Strengths
- Customer Account Management
- Spreadsheets
- Proofreading
- Calendaring
- Membership Inquiries and Renewals
- Filing

WORK HISTORY

Customer Service Representative, 04/2023 - Current

VXI Global Solutions – 13929 Center Lake Dr

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.

- Updated account information to maintain customer records.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Educated customers about billing, payment processing and support policies and procedures.
- Responded proactively and positively to rapid change.

Experience CASHIER, 09/2018 - 02/2021

Five Guys Burger And Fries

- Operated the cash register, collected payments, and provided accurate change
- Helped customers find specific products, answered questions and offered product advice
- Trained new team members in cash register operation, stock procedures and customer service
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency
- Learned roles of other departments to provide coverage and keep the store operational
- Worked closely with front-end staff to assist customers and maintain satisfaction levels
- Received payments and issued receipts
- Welcomed customers, offering assistance to help find necessary store items
- Resolved issues regarding customer complaints.

WAITRESS, 01/2018 - 04/2018

Waffle House

- Greeted customers, answered questions and recommended specials
- Served plated dinners, buffet-style dinners
- Answered phone inquiries to schedule and record takeout orders and respond to service questions
- Maintained accuracy while handling payments, giving change and printing receipts to customers
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales
- Completed closing duties by emptying trash and polishing silverware
- Stocked server areas with supplies before, during and after shifts to boost performance of serving staff
- Applied safe food handling and optimal cleaning strategies to protect customers from foodborne illness and maintain proper sanitation.

EDUCATION

Associate of Arts: Liberal Arts and Sciences, 07/2019

Houston Community College - Houston, TX

Bachelor of Arts: Communications - Public Relations and Advertising, 12/2022

University Of Houston - Houston, TX