

SADIQ MARIAM ENIOLA

CUSTOMER SERVICE REPRESENTATIVE | TELESELLER | VIRTUAL ASSISTANT

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PROFESSIONAL SUMMARY

Customer-focused professional with hands-on experience in teleselling and customer communication at Outcess, supporting FairMoney and Credit Direct LOBs. Comfortable speaking with customers by phone, understanding their needs, handling enquiries, explaining products clearly, following approved procedures, and working toward performance targets. Currently pursuing a B.Sc. in Medical Laboratory Science while building practical workplace experience. Organized, adaptable, quick to learn, and well suited to remote customer service, customer support, telesales, telemarketing, virtual assistance, and administrative support roles.

WORK EXPERIENCE

OUTCESS | Lagos, Nigeria

Teleseller, FairMoney LOB | August 1, 2026 – August 30, 2026

- Contacted customers by phone to introduce and promote relevant financial products and services.
- Communicated professionally with customers and responded to enquiries clearly.
- Followed approved sales scripts, procedures, and communication guidelines.
- Built practical experience in teleselling, active listening, customer handling, and persuasion.

Teleseller, Credit Direct LOB | September 1, 2026 – Present

- Communicate with customers by phone regarding relevant financial products and services.
- Identify customer needs and provide clear, helpful information based on the conversation.
- Handle customer questions and concerns professionally while maintaining a calm and respectful approach.
- Follow established scripts, procedures, and assigned sales and performance targets.
- Use active listening, communication, persuasion, and problem-solving skills during customer interactions.

EDUCATION

Thomas Adewumi University

B.Sc. Medical Laboratory Science

Currently studying

Expected graduation: August 2030

Al-Mannan International College

Senior School Certificate Examination (SSCE)

2015 – 2020

Onward Preparatory School

First School Leaving Certificate (FLSC)

2010 – 2015

CORE SKILLS

- | | | |
|------------------------------|--------------------------|-------------------------------|
| • Customer Service | • Customer Support | • Teleselling & Telemarketing |
| • Telephone Communication | • Active Listening | • Problem Solving |
| • Data Entry | • Administrative Support | • Time Management |
| • Microsoft Word | • Microsoft Excel | • Internet Research |
| • Professional Communication | • Teamwork | • Fast Learning |
| • Remote Communication | | |

CAREER INTERESTS

Remote Customer Service • Customer Support • Telemarketing • Telesales • Virtual Assistance • Administrative Support

INTERESTS

Reading • Travelling • Learning new skills