

ISHOLA TITILAYOMI KAFILAT

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Professional Summary

A diligent, innovative, and adaptable sales-oriented travel expert with strong administrative skills, proven customer service expertise, and a track record of resolving conflicts, seeking a challenging role to leverage my experience in the corporate travel industry while effectively engaging with colleagues, clients, and stakeholders.

Skills:

TEAM PLAYER | EXCELLENT COMMUNICATION | MICROSOFT OFFICE TOOLS | SAFETY-CONSCIOUS | SOCIAL MEDIA MARKETING | VIDEOGRAPHY | PHOTOGRAPHY | GRAPHICS DESIGN

Education & Qualifications

Sept. 2015- Aug. 2021

B.Sc. Guidance & Counselling – University of Ilorin, Kwara

Sept. 2008- Jul. 2014

SSCE. West African Examination Council – Sheba International College, Ilorin, Kwara

Employment / Work Experience

Jan. 2023 - Current

Customer Support (Part-time Remote)– iQvistas Solutions, Abuja

- Provide and ensure excellent customer experience.
- Answer incoming customer calls and messages promptly and professionally.
- Provide accurate information, assist with inquiries, and resolve issues efficiently.
- Build and maintain positive relationships with customers, colleagues, and stakeholders.
- Collaborate effectively with team members to enhance overall customer service experience. This approach leads to 17% increase in good customers service
- Escalate issues to the appropriate department when necessary

Oct.2020 – June 2022

Travel Agent– Luday Travels, Akure

- Assist customers in booking flights, hotels, and other travel arrangements.
- Provide excellent customer service by addressing inquiries and resolving issues promptly.
- Offer travel advice, including visa requirements, travel insurance, and itinerary planning.
- Managed appointments, schedules, and detailed customer records for smooth operations.
- Research and recommend the best travel deals and packages.
- Process payments, issue tickets, and manage booking confirmations.
- Handle flight rescheduling, cancellations, and refunds as needed.
- Maintain up-to-date knowledge of airline policies, travel restrictions, and promotions.
- Collaborate with airlines, hotels, and travel partners to secure the best offers.
- Ensure compliance with company policies and industry regulations.

Aug. 2019– Sep. 2019

English Teacher – Mollys School illorin, Kwara State

- Developed and implemented engaging lesson plans.
- Conducted interactive and effective teaching sessions.
- Built strong relationships with students to enhance learning.
- Provided personalized support to help students achieve their academic goals.
- Encouraged teamwork and collaborative learning in the classroom.

Aug 2018 – July 2019

Assit. Manager – T & K Restaurant ilorin, Kwara State

- Attended to customer requests and resolved complaints.
- Assisted in overseeing daily operations and staff coordination.
- Ensured excellent customer service and satisfaction.
- Served guests attentively while actively listening to their needs.
- Developed patience and endurance in handling diverse customers.
- Provided a welcoming and efficient dining experience.

Certifications

- Digital Marketing (2024)
- Certificate of Participation (NANTA CONFERENCE 2023)
- Advance Diploma in Desktop Publishing, Spreadsheet &
- Graphics Design (2023)
- Jobberman Soft-Skills (2022)