# Ibukunoluwa Isola

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## PROFILE

Customer operations professional with experience supporting customers in digital banking, retail, travel, online marketplaces, and B2B sales. Handles onboarding, service enquiries, case follow-up, account records, orders, delivery coordination, and after-sales care. Progressed from managing B2B customer relationships and fulfilment to high-volume service, digital onboarding, and customer operations roles.

## CORE COMPETENCIES

- **Onboarding and guidance**: Product and process guidance, requirements clarification, and follow-up
- **Service and issue resolution**: High-volume enquiries, case ownership, and clear next steps
- **Customer relationships**: Account support, expectation management, and after-sales care
- **Sales and order coordination**: B2B conversations, negotiation, invoicing, delivery, and fulfilment
- **Records and reporting**: Salesforce, HubSpot, Zendesk, Excel, SQL, and Power BI

## PROFESSIONAL EXPERIENCE

**Townsquare** **Berlin, Germany**
2026

Customer Operations Specialist

- Managed onboarding for approximately 15 new business accounts per week, guiding owners through registration and profile setup, with around 93% publishing their listings within seven days.
- Served as the primary onboarding contact for business owners, resolving account and listing issues and coordinating technical escalations through resolution.
- Consolidated recurring questions about account setup and business listings into actionable feedback for the product team, highlighting where owners needed clearer instructions or additional support.

**Tripoutbound UG (haftungsbeschränkt)** **Berlin, Germany**
Jan 2025 - Dec 2025

Customer Experience Specialist

- Handled 100+ traveller enquiries per week, maintaining 90% customer satisfaction while providing personalised guidance on trip requirements, itinerary options and activity recommendations.
- Took ownership of complex traveller concerns, managing expectations and coordinating with product and operations teams through resolution.
- Synthesised recurring traveller feedback to inform clearer customer guidance and improvements to the trip-planning experience.

**Lloyds Bank account through Concentrix** **Newcastle, United Kingdom**
Oct 2023 - Dec 2023

Customer Service Advisor - Financial Services

- Facilitated onboarding sessions for customers using banking platforms, digital tools, and services.
- Maintained complete CRM records to support accurate follow-up and customer success decisions.
- Resolved inquiries across in-person and digital channels while sustaining 98% customer satisfaction.

## PROFESSIONAL EXPERIENCE

**JD Sports account through Echo-U** — **Newcastle, United Kingdom**
Aug 2022 - Sep 2023

Customer Service Advisor

- Managed and resolved up to 60 customer queries per day while sustaining 98% satisfaction.
- Identified recurring issues and worked with operations on process improvements, maintaining an NPS of 9 out of 10.
- Communicated customer feedback to product and marketing teams, contributing to two UX improvements.
- Coordinated with logistics teams on fulfilment delays and maintained accurate CRM resolution records.

**Grace Industry** — **Ibadan, Nigeria**
Jan 2020 - Jun 2022

Sales Representative

- Sold building materials to contractors, retailers, and individual customers.
- Maintained relationships with more than 50 regular customers, contributing to a 7% increase in monthly sales.
- Managed order processing, invoicing, delivery coordination, and after-sales support.
- Worked with production and logistics teams to align supply with customer demand.

## EDUCATION

**MSc, International Business Management** — Jul 2022 - Nov 2023
University of Sunderland, United Kingdom

**BSc, Materials Science and Engineering** — Jun 2014 - Dec 2019
Obafemi Awolowo University, Nigeria

## CERTIFICATIONS

**Customer success and CRM:** CRM Certification, Udemy (Jan 2026); Customer Success: How to Reduce Churn and Increase Retention, Udemy (Jan 2026).

**Additional:** Google UX Design Certificate, Google; Agile Scrum Foundation, Skillup.

## TOOLS, LANGUAGES AND ELIGIBILITY

**Systems:** Salesforce, HubSpot, Zendesk, Jira, Asana, Excel, SQL, Power BI, Slack, Zoom, Google Workspace, Microsoft Office.

**Languages:** English (native); German (basic).

**Work authorization:** Unlimited right to work in Germany; no employer sponsorship required.