

# TUNDE IBRAHIM

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## BUSINESS PROFILE

Results oriented, customer service driven professional with proven abilities in **managing customer engagement, managing projects, improving efficiency of operations and processes, mapping user experiences and journeys, analyzing business requirements and transforming them into technical solutions.** Demonstrated ability to identify new service opportunities, understand industry trends, and recommend most appropriate course of action.

Strategic manager with strong interpersonal, communication, problem solving and decision making skills. Ability to establish and maintain strong alliances; lead and motivate teams; drive projects to successful completion; use of foresight and consumer insights/analysis to deploy service delivery investments.

## SELECTED ACCOMPLISHMENTS

- Successfully led installation of the new Avaya IVR application worth \$2, 500, 000, designed to improve business objectives while delivering 'best in class' user experiences. Co-ordinated with AVAYA INC. on IVR application design, delivery and support.
  - Consistently maintain pole position for IVR customer satisfaction rates quarter on quarter, from year 2013 till date, above nearest competitor in the Nigerian telecommunication market.
  - Generated quarterly revenue of more than \$40,000 by researching, designing and implementing new self-service functionalities on the IVR.
  - Supervised a team in delivery of an in-house production studio facility which has led to annual savings in excess of \$25,000 annually in delivery of voice over productions and visual presentations.
  - Reduced overall agent cost to serve through detailed evaluation and delivery of self-service solutions which improved resolution of customers' frequent enquiries without engagement of a human agent.
  - Contributed to Etisalat Nigeria overall success and revenue growth – from \$200 million in 2009 to a \$1 billion revenue generating company in 2014
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## PROFESSIONAL EXPERIENCE

### ETISALAT NIGERIA

(May 2008 – Present)



Over 7 years of customer management experience with this innovative telecommunication company which has more than 150 million customers worldwide. Etisalat is one of the largest mobile operators in the world and continues to expand the frontiers of telecommunication service delivery, where customer satisfaction is always focused.

### SPECIALIST, IVR Management, Customer Care

(May 2011 - Present)

Responsible for managing an enterprise IVR; gathering, prioritizing and implementing up-to-date, relevant and qualitative information integrated to deliver a branded and consistent customer serving experience.

- Collaborate with cross-functional teams in formulating and delivering improvement strategies which deliver seamless end-to-end call treatment experiences for customers.
  - Investigate, propose and implement new service options/methods with cross-functional project teams which deliver "best-in-class" models and operational effectiveness on the IVR.
  - Proactively review product concepts and description documents for implementation on the IVR.
  - Engage with technical teams and 3<sup>rd</sup> party vendors on IVR development and support activities.
  - Supervise conduct and analysis of periodic IVR health checks, customer satisfaction surveys, performance management metrics and competition comparison checks.
  - Manage conduct and reporting of periodic product pilots, post launch tests and user acceptance tests for the IVR, products and value added services which capture "Voice of the Customer" preferences and requirements.
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**ANALYST, Business Process Design and Implementation, PMO (Mar 2010 – Apr 2011)**

- Spearheaded Performance Management and Churn Management improvement processes and its system implementation projects.
- Developed project business case plans, including cost/benefit analysis, for system enhancements that meet business requirements
- Identified process bottlenecks and implemented new and improved processes and policies
- Conducted on-site meetings, discuss project progress with process sponsors and troubleshoot and resolve any issues/problems impeding smooth workflow or project deadlines
- Documented technical requirements for delivery of process to ERP project automation
- Prepared project progress reports and status reports

**ANALYST, Call Center, Customer Care (May 2008 – Mar 2010)**

- Resolved customers' queries through application of customer centric call handling principles.
- Collaborated with relevant back office support functions to ensure delivery of quality service to customers.
- Engaged and trained colleagues on several performance improvement initiatives which drove improvement in product knowledge, call handling skills and operational KPIs.
- Maintained a high degree of morale and efficiency by observing set operational rules and regulations.

**EDUCATION****OBAFEMI AWOLowo UNIVERSITY, Ile-Ife, Nigeria 2014****MBA, Operations and Project Management**

- Completed courses in: entrepreneurship, human resource management, management of change, business ethics, operation management, project management, corporate finance, business law and cost management.

**UNIVERSITY OF BENIN, Benin, Nigeria 2004****B.Eng, Civil Engineering**

- Completed courses in: structural analysis and design, water and waste engineering, geology, architecture, project management, and cost engineering.

**COMPUTER SKILLS & OTHER TECHNICAL TRAINING**

- Experienced in Business Process Mapping, User Experience Mapping and Technical Writing
- Trained in Avaya Aura Orchestration Designer solution
- Proficient in Quality Service Improvement, Business Analysis and Project Management Principles
- Microsoft Office Proficiency – Access, Project, Visio, Excel, Word and PowerPoint
- Proficient in use of Mixpad Multitrack Audio Recording and Editing Software
- Proficient in use of Think-Cell solution
- Proficient in use of Sharepoint Web Application

**INTERESTS**

- New Solution Designs
- Customer Experience Strategies
- New Product Development Techniques

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**REFERENCES AVAILABLE UPON REQUEST**

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