

Adetayo David Adesina

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Professional Summary

Customer Service & Operations Specialist with 5+ years of experience leading support teams, resolving complex customer issues, and driving operational improvements. Proven record of maintaining 92%+ customer satisfaction and achieving 97% quality performance scores. Experienced in cross-functional collaboration, performance reporting, CRM systems, and Trust & Safety operations. Seeking remote or hybrid Customer Support, Customer Success, Operations, or Trust & Safety roles.

Core Competencies

- Customer Support & Complaint Resolution
- Trust & Safety Operations
- Appeals Handling & Case Review
- Team Leadership & Supervision
- CRM Systems & Service Tools
- Process Improvement & Operational Efficiency
- Performance Monitoring & KPI Reporting
- Conflict Resolution & Communication
- Microsoft Office (Excel, Word, Outlook)
- Cross-Functional Collaboration

Professional Experience

Appeals Specialist, Trust & Safety Operations — Vinted, Vilnius, Lithuania (Mar 2026 – Present)

- Review and assess user appeals related to platform trust and safety policies.
- Investigate account restrictions, policy violations, and customer escalations while ensuring fair and consistent decision-making.
- Collaborate with internal teams to maintain platform integrity and improve operational processes.
- Handle sensitive cases with professionalism, accuracy, and strong attention to detail.

Head of Customer Service — Daratan Foods, Tbilisi, Georgia (Jan 2021 – Mar 2023)

- Led a customer service team, reducing issue-resolution time and maintaining 92%+ customer satisfaction.
- Improved service processes, enhancing operational efficiency and order management workflows.
- Coordinated cross-department collaboration to streamline delivery and customer communication.

Customer Service Representative — Daratan Foods, Tbilisi, Georgia (Sept 2019 – Jan 2021)

- Managed high-volume customer inquiries via phone and email, achieving a 97% quality score.
- Resolved complaints effectively, contributing to a 92% customer satisfaction rating.
- Supported retention initiatives and service improvements through feedback analysis.

Team Member (Semi-professional Athlete) — SEU FC, Tbilisi, Georgia (Apr 2021 – Aug 2025)

- Contributed to team coordination, performance strategy, and leadership development.
- Demonstrated strong discipline, teamwork, and time-management skills while balancing multiple commitments.

Physical Education Teacher — Torkel Prominent School, Lagos, Nigeria (May 2013 – Nov 2015)

- Designed and delivered structured programs promoting teamwork, discipline, and performance development.

Education

Business Management (Ongoing) — Vilnius Business College, Lithuania (2025 – Present)
B.A. Public Administration — Université Protestante de l'Afrique de l'Ouest, Benin (2009 – 2012)

Languages

English — C2 Proficiency

Availability

Available for full-time remote or hybrid roles. Flexible schedule and willing to adjust academic commitments as needed to meet organizational requirements.