

TOLUWANIMI ANITA-PEARL OYEBOLA

PERSONAL DETAILS

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PROFILE

I work using my own initiative, I am a strong communicator who is well organized with a structured approach, and able to work to tight deadlines in ever changing and fast working scenarios. I have proven leadership skills involving managing, developing and motivating team-mates to achieve set objectives as evidenced when I was specially appointed out of 150 students to lead and organize a performance for a large audience. I am customer focused and I also have a very good eye for detail. I worked as a freelance artist and designer, so I understand the need to satisfy customers' detailed requests. I have also developed strong analytical skills.

SKILLS PROFILE

Communication:

- Good communication skills gained from dealing with customers from other countries.

Customer care:

Acquired an extensive customer service experience from my previous employment which includes:

- Dealt with internal and external customers on the phone and face to face
- Dealt with telephone queries
- Helped customers by providing information about our services

IT Skills:

- Good working knowledge of all Microsoft packages – Word, PowerPoint, Access, and Excel.
- Regular user of internet for research.

Team Work:

- Experience of working within a team-based culture and previous positions which involved planning, organization, co-ordination and commitment.

Problem Solving:

- Developed strong analytical and diagnostic skills during degree.
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EMPLOYMENT HISTORY:

Company: Centre for Regional and International Development (CRID) **June 2015 – Present**

Position Title: Administrator & Accounting Assistant

- Documenting financial transactions by filling important information.
- Answering telephone calls and directing calls to the relevant department
- Confirming information accuracy by checking transaction data for errors and mistakes.
- Recording data by storing soft copies of receipts
- Understanding and catering to each customer needs and requirements.
- Communicating with customers to ensure that they feel at home in the UK
- Aiding customers, organizing refreshments and entertainment that give customers the best experience
- Retaining top customer and training provider relationship
- Ordering and arranging office supplies, answering and redirecting telephone calls
- Creating presentations, flyers, letters, invitations.
- Filing, printing, copying, binding, scanning
- Arranging delegate program folders in preparation for courses

- Maintaining and restocking inventory supplies
- Handling customer complaints in a professional manner. Listened calmly to customer complaints and resolved issues swiftly, which avoided further distress to the customer
- Organizing repairs to office equipment to maintain an attractive business environment

Company: RCGG Covenant Assembly

2015 - Present

Position Title: (Part time volunteer) Youth Leader

- Counselling youth members by listening to current problems and advising on how to overcome them
- Planning and organizing events such as University visits, summer trips and more through the year.
- Working with compliance team to define and provide guidance that govern the rules for GDPR which is tailored to meet organization needs and give members confidence of data protection.
- Transferring numerical data on accounting software donations manager
- Filling, sorting and examining the cashflow data using excel
- Submitting gift aid claims using accounting software.

Member of Medway Youth Parliament (MYP)

- Responsible for introducing schemes for youths in Medway by contributing ideas that form the framework of policies aimed at improving the quality of young people's lives.
- Contributing ideas for enterprise growth by suggesting how a business plan can be carried out successfully.
- Putting ideas into practice by executing business plans and sales successfully

PROFESSIONAL DEVELOPMENT & QUALIFICATIONS

- **AAT** (Affiliate) - Level 4
BPP Distant learning, December 2015 – 2016
 - **A level**- Religious Studies (A), Sociology (B), AS Art (A), Economics (E)
September 2012 – 2014
 - **GCSE**- Math B, English B, Science D, Additional Science C, Art A, Religious Studies B, Music B, IT C, Media C
September 2010 – 2012
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IT Skills

- Word
- Access
- Excel
- Adobe Sketch
- Kashflow
- Donations Co-Ordinator

Personal Skills

- Strong analytical and diagnostic skills.
- Excellent customer service.
- Good communication skills.
- Positive mindset.
- Bookkeeping.

Language Skills

- English
- Korean
- Yoruba

References are available on request

