

# FATOYINBO ADEBUSOLA DORCAS

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## Career Objectives

I am a dedicated hard worker and highly motivated sociologists who learns quickly and willing to experience more, now seeking to contribute my skills and effectively work with your organized Institution for a better service to your clients and customers.

## Work Experience

**2017-2020: M43 Online Stores**

### Customer Service

- \*Maintenance of customer's account by recording customer's information using Micros oft excel and software given by the company as directed.
- \*Identification of customers' needs to achieve customer's satisfaction.
- \*Handling complaints and providing appropriate solutions.
- \*Assisting with placement of orders, refund and exchange.
- \*Managing large incoming calls and customer service enquiry.

**2019-2020: National Youth Service Corps (Nysc)**

**(Education Department)**

**Bishop Dimieari Grammar School Yenogoa Bayelsa.**

- \*Head and subject teacher for senior class 3.
- \*Marking and collation of student's results.
- \*Assisting in organizing important class documents.
- \*Dissemination of information to necessary departments.

## Educational Profile

**2015 -2019: B.Sc. sociology**

**Class division: Second class upper division**

Ekiti State University Ado Ekiti, Ekiti State.

## **2013 -2014: Diploma in Law**

**Class division: upper credit**

Adekunle Ajasin University, Akungba-Akoko, Ondo State.

### **Technical skills**

- Microsoft Office: word, Excel.
- Productivity: Slack, Zoom, WebEx, Trello.
- Graphical: Canva, Figma.

### **Professional skills**

- Proficient in Microsoft word
- Intermediate in UI/UX design

### **Skills and Talents**

- Excellent inter-personal skills
- Customer orientation
- Proficient in writing and speaking English
- Avid learner who picks up new skills quickly
- Good communicator and team player

### **Hobbies**

Researching and Reading.

### **Referees**

**AVAILABLE ON REQUEST**

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