

AFUWAPE OYEYEMI VICTORIA

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Address: 28, Ajetumobi Street, Agbowo, UI, Ibadan, Nigeria.

CAREER PROFILE

An enthusiastic banking and finance graduate with experience in administration, planning, customer and client service, financial analysis, highly skilled in effective communication, financial reconciliation, inventory management. Open to new opportunities in a challenging position.

WORKING EXPERIENCE

Frade Logistics Limited || Customer Service Representative || May 2017 - January 2019

Responsibilities:

- Opened and maintained customer accounts by recording account information.
- Schedules meetings and make travelling arrangements.
- Managing Incoming and Outgoing Calls, Messages and Emails.
- Handling Customers complaints and provide appropriate solution within limited time and follow up to ensure resolution.
- Generated sales lead via phone call, email and social media.
- Develop reputation for prompt, efficient service with high level of accuracy.
- Resolved customer complaints via phone, email and social media.
- Take customer orders, payment information, refunds and other pertinent information.

AUD Middle School, Sabo-Gbonmi (Osogbo) || Assistant Administrator (NYSC) || April 2016 – April 2017

Responsibilities:

- Issued invoice and approved letters.
- Typed, recorded and documented students' results.
- Assisted in planning and execution of PTA meetings.
- Passed information to parents via text message.
- Participated in school meetings.

EDUCATIONAL HISTORY

Federal University of Agriculture, Abeokuta || B.Sc. Banking and Finance || 2015

Nistech College ||Lagos || WASSCE || 2008

PROFESSIONAL CERTIFICATION

Chartered Institute of Stock Brokers, Lagos (In View) || Diploma in Stock Broking || 2018

SKILLS AND COMPETENCES

- Excellent communications, presentation and interpersonal skills.
- Good understanding of how to drive corporate vision to improve strategic competitiveness.
- Innovative and creative with strong analytical mind.
- Proficient in Microsoft Office Suite.
- Adaptation to new technologies.
- Energetic and Proactive.
- Effective time management.

HOBBIES

- Reading, Finance, Travelling, Football.

REFERENCES

Available on request