

OLAKANMI MAYOWA BUKOLA

No 02 Oluyole Extension Elebu Ibadan, Oyo State.

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CAREER SUMMARY

Customer relationship management, Marketing and Project management professional with 5-years hand-on skilled experience focusing on Human, Capital and Material resources management. Highly competent Human relationship manager, with a proven track record of successfully partnering with senior executives and integrating Human resource strategies aligned with the organizations goals.

PERSONAL DATA

- SEX: Female
- DATE OF BIRTH: 29/09/1994
- NATIONALITY: Nigeria
- STATE OF ORIGIN: Osun State
- MARITAL STATUS: Single
- HOBBIES: Travelling, counseling, and researching
- LANGUAGE: English And Yoruba

INSTITUTIONS AND CERTIFICATES WITH DATES

[2010 – 2014] **B.A(Ed) in History and International Relation (2nd Class Upper)**
Tai Solarin University of Education, Ijebu ode Ogun state.

[2004 – 2010] **Senior Secondary School Certificate (WAEC)**
Deril Academy Secondary School Ibadan Oyo State.

[2018] Universal school of Aviation(USA)-
Certified Airline Ticketing and Reservation officer.

[2019] Lync consulting
Certification on Customer Relationship Management(CRM)

WORK EXPERIENCE

1. Relationship Manager/Customer service personnel

Employer: Union Bank of Nigeria, Lagos.

Duration: 2017-Present

[Achievement]

- Periodic data mining from primary and secondary data sources for analytical purposes.
- Interpreting accounting and customer data by analyzing result using statistical techniques to make informed business decision, that includes lifestyle and customer trends.
- Maintain database and keeping of document for proper records and retrieval process
- Addressing customer complaints & mitigating dissatisfaction by employing timely & effective solutions.
- Educate customers on product and values to enhance sales.

2. Human Resource Officer

Employer: Admiralty Motors, Lagos Nigeria

Duration: 2016-2017

[Achievement]

- Talent identification and recruitment, which contributed 60% to the staff strength of the organization.
- Proper data management and succession planning.
- Managed and archived quality documentation and participated in internal and external quality audit.
- Offered data driven recommendation, aligning with overall company strategies.
- Prioritizing Process improvement initiatives.

3. Independent Monitor

Employer: World Health Organization (WHO), Saki Oyo State.

Duration: 2015-2016

[Achievement]

- Ensured compliance with the home office statutory guidance on disclosure, by reviewing samples of cases to secure the organization from regulatory penalties.
- Monitory and Supervision of vaccines distribution to infants, directed towards eradicating Polio.

PROFESSIONAL SKILLS

- Computer Proficiency: Word, Excel,
- Strong expertise in coordinating and organizing employee training & development; supervisory principles & techniques.
- Ability to define problems, collect data, establish facts & draw valid conclusions; develop complex reports & position papers; gather, collate & classify information about data, people, or things.
- Self-motivated, good organizational skills, detail-oriented, ability to prioritize, multi-task and meet deadlines
- Positive attitude, detail and customer oriented with good multitasking and organizational ability
- Strong interpersonal skills with a natural ability to build relationships; maturity, discretion, discipline, and professionalism are essential.
- Excellent relationship-building and problem-solving ability responds to complaints from clients; and skilled at developing a positive working relationship with staff.
- Written and Verbal Communication, Interpersonal Communication, Problem Solving, Critical Thinking, Planning Skills, Change Management, Time Management, Attention to Detail
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JOB EXPOSURE.

- Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Recruit and train personnel and allocate responsibilities and office space.
- Assess staff performance and provide coaching and guidance to ensure maximum efficiency.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- Manage schedules and deadline.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints.
- Monitor costs and expenses to assist in budget preparation.
- Oversee facilities services, maintenance activities and tradespersons (e.g electricians).
- Organize and supervise other office activities (recycling, renovations, event planning etc.).
- Ensure operations adhere to policies and regulations.
- Keep abreast with all organizational changes and business developments.

REFEREES

Referees will be available on demand.