

## **BOLODEOKU OLUFISAYO OLUBUKOLA**

26. Orelere Street, Ikolaba, Ibadan, Oyo State

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### **PERSONAL STATEMENT**

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Self-motivated and well organized Relationship officer with up to a year professional experience in customer service. Skilled at providing excellent customer service to develop relationships and create positive customer experiences as well as eager to build customer loyalty by leveraging interpersonal skills and offering top customer service.

I'm a reliable organized team player with good work ethics.

### **EDUCATION**

Adekunle Ajasin University, Akungba Akoko

B.A. Mass Communication 2018

St Helen's Unity Sec School, Ondo, Ondo State

Senior Secondary Certificate Examination 2011

Methodist Primary School, Igbobini, Ondo State

Primary School Leaving Certificate 2005

### **WORK EXPERIENCE**

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**Total Healthcare Diagnostic Center**  
**Ibadan, Oyo State.**

**April 2021 – February 2022**

**Position: Customer Relation Officer/Front Desk Officer**

- Welcomed persons that entered the establishment, determined the nature and purpose of visit.
- Promptly handled an average of 80 customer inquiries and complaints per day.
- Quickly triaged incoming calls and escalated calls when necessary
- Actively worked to display a courteous and empathetic to customers.
- Maintained up-to-date customer records in the LISMS software to meet compliance.
- Created excel spreadsheets to track customer data and perform account reconciliation process.

**Ebe Foundation Group of Schools,  
Benin City, (NYSC)**

**Aug 2019 - July 2020**

**Position: Class Teacher**

- Taught English, Civic Education and CRK
- Coordinated all literary and debating activities.

**Orange FM (Industrial Training)  
Irese Road, Akure Ondo State**

**July 2017 -Dec 2017**

**Position: Newscaster and Assistant Marketing Officer**

- Presented news reports
- Executed reportorial assignments
- Canvassed for prospective clients
- Scheduled of advertisements

**SKILLS**

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- Good Microsoft Office Skills( MS word, Excel, and power point).
- Excellent communication skills with ability to pass forward accurate information and relate with others.
- Collaborate in team to produce quality result as well as excellent organizational skill.
- Products Knowledge
- Building Customer Loyalty as well as improving Customer Experience.
- Multitasking and time management skills: I have the ability to deal with numerous competing demands while meeting deadlines
- Active listening skill with consistent maintenance of a positive attitude towards helping others.

**OTHER CERTIFICATION OBTAINED**

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- Certificate of proficiency in Human Resource Management, Alpha Consulting Services, Lagos, 2019

**REFEREES**

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**Available on request**