

# EMMANUEL ABAYOMI JIMOH

**OBJECTIVES** To function and offer first class service in a dynamic, corporate, and challenging environment thereby developing good professional standard while keeping in line with the organization goals and aspiration, which offer an opportunity for growth.

**WORK EXPERIENCE** **ISON EXPERIENCES, Kingsway Building, Dugbe, Ibadan**

November 2021 – February 2023

*Job Title: **Customer Care Representative***

*Specific Job Functions:*

- Listening to customers complaints and understanding the situation in order to provide suitable solution
- Collection of customer's feedback and tagging them appropriately on the comment section of CRM on Convox Application
- Persuading customers to take or accept organization sales and services
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**National Social Investment Programme (N-Power)- Ebenezer primary School**

January 2016 – October 2020

*Job Title: **Classroom Teacher***

*Specific Job Functions:*

- Motivating pupils with enthusiastic, imaginative presentation
- Maintaining discipline
- Teaching all areas of the primary curriculum
- Working with others to plan and coordinate work
- Working with parents to maximise their involvement in the school and the development of resources for the school
- Keeping up to date with changes and developments in the structure of the curriculum;  
Organising and taking part in school events, outings and activities which may take place at weekends or in the evening
- Liaising with colleagues and working flexibly, particularly in smaller schools
- Meeting with other professionals such as education welfare officers and educational psychologists, if required.  
Organising the classroom and learning resources and creating displays to encourage a positive learning environment;  
Planning, preparing and presenting lessons that cater for the needs of the whole ability range within their class;  
Meeting requirements for the assessment and recording of pupils' development
- Providing feedback to parents and carers on a pupil's progress at parents' evenings and other meetings;  
Taking responsibility for the progress of a class of primary-age pupils;  
Preparing and marking work to facilitate positive pupil development;  
Coordinating activities and resources within a specific area of the curriculum, and supporting colleagues in the delivery of this specialist area;

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**BigSkills Nigeria Enterprises (Klazz Cafe), University of Ibadan**  
2014-2016

Job Title: **Manager**

***Specific Job Functions:***

- Responsible for daily smooth operation
- Coordinating other staff and making sure everyone work towards achieving the organizational goals
- Documentation of all official correspondence for effective data management

**Google Inc.**  
2017

Job Title: **Direct Sale Agent**

***Specific Job Functions:***

- Going to various campuses to educate students on the importance and uses of Google Search Engine
- Configuring their phone and installing the Google App on their phones
- Collect feedback for improvement

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<b>EDUCATION</b>	<b>Federal College of Education(Special), Oyo</b> <i>NCE Computer Science</i>	<b>2013</b>
	<b>Ajibode Grammar School, Ibadan.</b> <i>Senior School Certificate Examination/WAEC</i>	<b>2008</b>

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<b>TRAINING &amp; DEVELOPMENT</b>	<ul style="list-style-type: none"><li>• Customer care Representative, <b>December 2021</b></li><li>• Conflict Resolution and Complaints Handling, <b>June 2022</b></li><li>• Core Communication Skills, <b>June 2022</b></li><li>• Record Keeping, <b>June 2022</b></li><li>• Risk Assessment, <b>June 2022</b></li><li>• Supervision and appraisal, <b>June 2022</b></li><li>• Understanding your Role, <b>June 2022</b></li></ul>	
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<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent oral and written communication skills</li><li>• High intellectual capability</li><li>• Creative and innovative</li><li>• Proficiency in Microsoft Office applications (Word, Excel, PowerPoint)</li><li>• Proficiency in Accounting packages (SAGE 50, Peachtree)</li></ul>	
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<b>REFERENCES</b>	Available on request	
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