

# OPEYEMI VICTORIA IJITONA

Road E House 6, Ifedolapo Street, Alakia-Adegbayi, Ibadan, Oyo State.

0706 940 2556 | 0811 247 3460 | [iopeyemivictoria@gmail.com](mailto:iopeyemivictoria@gmail.com)

## EDUCATION

**Obafemi Awolowo University, Ile Ife, Osun State** 2015

*B.Sc. Psychology*

- **Thesis:** Influence of Mass Media on Academic Performance of Undergraduates

**Fun Un To International Academy, Ilesa, Osun State** 2006

*West African Senior Secondary School Leaving Certificate (WASSCE)*

## WORK EXPERIENCE

**Pasad Research Innovations Nigeria (PRIN), Ogba, Lagos** 2017 - 2019

*Client Relationship Manager*

- Work directly with clients to effectively manage their needs and preferences and facilitate repeat purchase.
- Communicate via telephone and email to address customer issues.
- Obtain and process all client information and transactions.
- Answer client questions or concerns in a timely, informative, and professional manner.
- Calmly handle customer complaints and work to find solutions.

**Kebbi State University of Science and Technology, Aliero** 2016 - 2017

*Counselling Officer - Guidance and Counselling Unit (NYSC)*

- Lectured students on steps to Academic Excellence using jingles and other necessary material.
- Advised students who have been withdrawn from a program.
- Sensitized students on the importance of the guidance and counselling unit.
- Developed and implemented an all-encompassing educational and counselling plan with modern methods of teaching and mentoring.
- Organized group and individual counselling sessions to assist students with problems or concerns.

**Gorgeously Vara Fashions, Agege, Lagos State** 2015 - 2016

*Sales Manager*

- Managed the online stores including on Konga, Jumia, Kaymu and the organisation website.
- Ensured prompt delivery of purchased items.
- Created and maintained positive client relationships to build business.

- Defined and implemented sales strategy and technique to establish marketing goals.
- Worked with sales team to identify opportunities for new markets and growth.

## **VOLUNTEER EXPERIENCE**

- Volunteer | Value Re-orientation for Community Enhancement (VARCE) 2014 – 2015

## **LEADERSHIP EXPERIENCE**

- President | Charity and Gender CDS group, Aliero, Kebbi State 2016 - 2017
- Secretary General, Moremi Hall | Obafemi Awolowo University, Ile Ife Osun State 2013 - 2014
- Assistant Organising Secretary, University Joint Christian Mission | Obafemi Awolowo University, Ile Ife Osun State. 2011 – 2012

## **ADDITIONAL SKILLS**

- Adept with Microsoft Office Suite, SPSS
- Customer service excellence
- Relationship building and management
- Problem solving/issue resolution
- Process improvement
- Business development/growth
- Communication and people skills