

TAIWO AKINYEMI

ADMINISTRATION | CUSTOMER SERVICE

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No 12, Theo Akinyemi Street Ikolaba **Ibadan, Oyo State, Nigeria.**

PROFESSIONAL PROFILE

Cerebral professional with cross-functional experience across Administration and Customer Service with a core educational background in Philosophy.

Endowed with academic and pragramtic competencies in Theoretical Philosophy, Metaphysics, Epistemology, Practical Philosophy, Aesthetics, Logic, Administration and Customer Experience.

Seeking to utilize my skills and competencies in achieving organizational goals while developing self.

SKILLS AND CORE COMPETENCIES

- Detail Oriented
- Analytical Skills
- Data Entry
- Interpersonal Skills
- Critical Thinking
- Conflict Resolution
- Organizational Skills
- Microsoft Office Suite
- Emotional Intelligence
- Excellent Communication
- Negotiating
- Customer Relationship Management (CRM)

EDUCATION

B.A Philosophy

2017

Olabisi Onabanjo University, Ago-Iwoye, Ogun State, Nigeria

WORK EXPERIENCES

Administrative Officer | Federal School of Surveying Ibadan, Oyo, Nigeria

May 2018 - Apr 2019

Duties and Achievements:

- Supervised office inventory activities, including ordering and requisitions, ensuring zero shortage.
- Multitasked by listening to issues raised during meetings and documented them for solution actions by management.
- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Prepared itineraries, expense reports and budget utilizing Microsoft Excel.
- Ensure information is efficiently disseminated throughout the organization.

Secretary | Mercy Model College, Ijebu Igbo, Ogun, Nigeria

Apr 2017 - Feb 2018

Duties and Achievements:

- Supervised office inventory activities, including ordering and requisitions, ensuring zero shortage.

- Recognized, documented and alerted the management team of trends in parents/guardian calls.
- Provided product and service information to parents/guardians.
- Ensured issues were resolved on First Contact and escalated where necessary.
- Typed examination questions with 90% accuracy, with a speed of 80 words per minute.

Receptionist | Harlem Solicitor

2018 -2019

Duties and Achievements:

- Deployed Egress Switch (encryption software) in sending confidential documents and files to clients via email, earning trust and confidence of partners and counsels in the chamber.
- Handled and processed all incoming requests and inquires from customers and associates
- Tracked and monitored data, invoices, and prepared weekly reports utilizing Microsoft Excel.
- Typed and photocopied correspondences, memos, forms and miscellaneous documents
- Multitasked by listening during meetings and documenting minutes.

References available on request