

# Omolola Anuoluwapo, Olamide

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## Profile

Omolola Olamide is result driven executive with proven ability to drive projects, as an operations analyst, identifying defects in core business operations, attentive customer relationship management, research, proffer solutions on strategic issues with clients.

I have proven over the years to progressively evolve in all task, responsibilities and skills involved in customer service, project management, operational duties, client's portfolio management and now pursuing skills attributed to human resource management.

I consider myself as an asset and fantastic addition to any properly structured organization.

## Obiectives

- To attain a level of professionalism that allows for the highest possible level of corporate effectiveness and efficiency through self-development and work experience.
- To strive for organizational excellence and to ensure a Progressive development in my career.

## Personal Details

<b>Date of Birth:</b>	19th May 1993
<b>Place of Birth:</b>	Lagos State
<b>State of Origin:</b>	Lagos State
<b>Marital Status:</b>	Single
<b>Sex:</b>	Female
<b>Nationality:</b>	Nigerian

## Trainings Attended

Human Resource Management  
2016 - Skills Edge Consulting Limited

Project Management  
2016 - Skills Edge Consulting Limited

## Academic Qualification

**2019**

Babcock University

Masters of Business Administration - MBA (In view)

Area of Specialization: Human Resource Management

**2014**

Osun State University, Osun State, Nigeria

B.Sc. (Hons) in Political Science and International Relation

**2009**

Lagos State Civil Service Senior Model College, Ikorodu Lagos, Nigeria

Senior School Certificate Examination

**2003**

Toyron Nursery and Primary School, Surulere Lagos state

First School Leaving Certificate

## Work Experience

### Current Employment

**Mixta Africa a Subsidiary of Assets & Resource Management (ARM)**

**Sales and Operations Department. Operations Executive Project Lead**

I am currently responsible for:

- Coordinating with finance to create weekly and monthly reports to senior management on status of receivables and payments.
- Preparation of monthly sales commission across Mixta Nigeria group.
- Responsible for the development and management of client database with complete record of all transactions.
- Coordinate with legal and finance department within the Group to ensure strict compliance to regulations (external and internal).
- Receive inquiries, complaints from customers and handle appropriately.
- Property allocation to all clients, Coordinate external agent application processes, engagement letters, responding to queries, collection activities and computation of commissions.
- Monitoring external agent feedback and provide regular reports on sales.
- Keeping abreast of new sales system features and functionality using this knowledge to provide recommendation for process improvements.
- Coordinating with the legal department to make contracts for customers.

**2016-2017**

**Techno Glass Industries Limited**

**Amuwo Odofin Industrial Estate off Oshodi - Apapa Express way**

**Lagos, Nigeria.**

**Customer Care Representative**

I was responsible for:

- Channeling customers request to production and other appropriate units.
- Preparing Pro-forma Invoice for customers.
- Placement of customer orders, refunds, or exchanges.
- Keeping accurate records of discussions or correspondence with customers.
- Processing new client accounts, maintaining customer accounts, implementing. Changes to existing accounts, and filing documents and other paperwork.
- Responding appropriately to customer questions and comments.
- Resolving customer complaints via phone, email, or social media.
- Undertaking general administrative duties.

**2015-2016**

**Federal Road Safety Commission Headquarters**

**Zone 3 Wuse, Abuja. (NYSC)**

**Admin personnel/So Certification 2**

I was responsible for:

- Communicating latest information to all commands.
- Accurate research on speech and lecture papers.

- Analyzing research information and providing ideas for solution concerning problems.
- Engaging in administrative duties.

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### Skills and Competencies

- Operations.
- Strategic Planning.
- Project Management.
- Research.
- Good communication skills.
- Relationship building and Complaint Procedures.
- Customer Relations and Client Management.
- Proficiency with Microsoft Excel, PowerPoint and Word applications.
- Ability to work amicably and effectively with colleagues at various levels.
- Time management and Multitasking.
- Highly organized and document management.

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### Referees

Available on Request