

# OLADAPO JOY OLUWAKEMI

Osanaiye Crescent, Along Agodi State Secretariat.

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## Professional Summary

Detail oriented administrator with over two years experience in fast-paced environments. Well versed in innovative workplace management, strategic planning and team leadership skills. Successful team builder with exceptional communication abilities, quick learner committed to delivering high-quality results.

## Work History

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**Virtual Customer Service and Sales Officer**, December 2021 to May 2022

**Elegant Accessories by Kemjoy** – Omu-Aran, Kwara state.

- Used consultative technique to understand customer needs and make strategic referrals
- Created activities and engagement to enhance customers experience, knowledge and patronage
- Carried out opening and closing functions to meet operational needs underpinning strong customer service.
  - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs
  - Answered product and service questions, suggesting other offerings to attract potential customers.

**Classroom Teacher (NYSC)**, December 2019 to November 2020

**Federal Government Girls College** – Omu-Aran, Kwara State

- Planned lessons for allotted time to strengthen weak subjects and build skills.
- Enabled underachieving students to reach attainment levels by providing individualized coaching
  - Improved test scores by focusing on comprehension and critical thinking through tutoring sessions.
- Defined and enforced student academic achievement standards in line with district goals and objectives.
- Established positive, stimulating learning environment for students and exciting focused setting for teachers.

**Team Lead**, August 2018 to May 2019

**Kemjoy Confectionery** – Omu-Aran, Kwara state

- Learned diversified bakery operations by leading baking demonstrations and classes.
- Trained on baking consistent quality items by accurately mixing, dividing, shaping and proofing.
- Prepared all pastry items in accordance with standards of quality, quantity control, taste and presentation.
- Packaged and labeled baked goods with accurate descriptions and ingredients.

## Professional Certification

- Trained and Certified Human Resource Management Associate – MacNel Consult Limited
- Certification in Customer Service and Satisfaction Specialist - MacNel Consult Limited
- Participated and attended International Model United Nations. (IMUN) workshop

## Skills

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| • Time Management, Microsoft Office , Flexible   | □ Analytical and Critical Thinking, Clerical Support |
| • Adaptable, Project Management, Multitasking,   | □ Oral and Written communication, Marketing Skills   |
| • Resource Management, Interpersonal Skill       | □ Business administration skills , Client engagement |
| • Advanced Excel Skills, Customer Service Skills | □ Sales Analysis, Business Analytics skills          |

## Education

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**Concordia Faith International Nursery & Primary School, Omu-Aran, Kwara State**

*First School Leaving Certificate (2000-2006)*

**Victory Model College, Omu-Aran, Kwara State**

*West African School Certificate (2006-2013)*

**Kogi State University, Anyigba, Kogi State**

*B.A History and International Studies (2015-2019)*