

OMOFOYE, OYEFUNKE SARAH

9, Barika Street, Along UI/Ojoo Road, Ibadan, Oyo State.

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Professional Profile

A committed and driven B.Sc. Ed. Economics Education Graduate with sound understanding of Economics Education, coupled with vast knowledge in information and communication technology, utilizes sound organization and planning skills to deliver assignments within set time-frames and to a high-quality standard. Also possess a strong leadership quality, team player, excellent communication and interpersonal skills, creative and analytical thinking ability.

Education and Qualifications

B.Sc. Ed. Economics Education (University of Ibadan, Ibadan, Oyo State) **2016**
NCE Economics/Social Studies (Emmanuel Alayande College of Education, Oyo, Oyo State) **2011**
SSCE WAEC/NECO (Yinbol College, Orogun, Oyo State) **2008**

Other Certification:

- National Youth Service (NYSC) Discharge Certificate – **2019**
- Certificate of Membership NYSC Ogun State Band Community Development Service - **2019**

Graduate Research:

- The influence of mass media on student academic performance; a case study of Ilesha West Local Government Area of Oyo State – **2016**

Experiences

2021 – Date **CUSTOMER SERVICE REPRESENTATIVE, iSon Xperience (Airtel), Ibadan, Oyo State.**

- Providing excellent quality customer services and other duties as assigned
- Maintaining concentration and focus in order to meet performance goal
- Reach out to customers to verify accounts information and provide accurate satisfactory answers to query and concerns.
- Resolve complaints.
- Guide customers through troubleshooting, navigating the company site and using products and services.
- Inform customers of deals and promotions.
- Collaborate with other call centre professionals to improve customer services.

2020 – 2021 **RECEPTIONIST/CASHIER, Academy Hospital, Ibadan, Oyo State.**

- Serves patients by greeting and helping them
- Scheduling appointments
- Maintaining records and accounts
- Welcomes patients and visitors in person or on the telephone
- Answering and referring inquiries.

2019 – 2020 **RECEPTIONIST, Wuraola Guest Inn, Abeokuta, Ogun State.**

- Manage the front desk and welcome guests professionally
- Supervise cleaning and office supplies
- Checkmating of guests before and after lodging
- Running official errands.
- Attending to phone calls and guests enquiries.

2018 – 2019 **EDUCATION INSTRUCTOR (NYSC), Borstal Training Institute, Nigeria Prison Service, Abeokuta, Ogun State.**

At this school, I taught Economics and Marketing, prepared lesson plans and curriculum, administered tests/examinations and evaluated results. I also assisted with the smooth running of the school by working with the administrative units of the school. This school served as my place of primary assignment during my 1-year of NYSC.

Feb. – Mar. 2019 **ASSISTANT PRESIDING OFFICER (APO), Independent National Electoral Commission (INEC), Ogun State.**

As the APO, I organized voters, undertook and supervised all elections, I registered political parties in accordance with the provision of the constitution and act of the National Assembly and I also monitored the organization and operations of political parties on the day of election.

Jan. – Jul. 2018 TEACHER, Deen Master Asidiq College, Lagos Island, Lagos State.

Here, I taught Economics, prepared lesson plans and curriculum, administered tests/examinations and evaluated results. I also assisted with the smooth running of the school by working with the administrative units of the school.

2012 – 2013 CLASS TEACHER, Tunatol International School, Ibadan, Oyo State.

At Tunatol, I taught all subjects as I was being stationed to a class, prepared lesson plans and curriculum, administered tests/examinations and evaluated results. I also assisted with the smooth running of the school by working with the administrative units of the school.

Leadership Roles

- General Secretary, Ogun State NYSC Band CDS Group, Abeokuta, Ogun State. **2018 – 2019**
- Treasurer, Nigeria Economics Students Association, University of Ibadan Chapter. **2015 – 2016**
- Associate Justice, University of Ibadan Students Union Government. **2015 – 2016**

Awards/Prizes

- Award of Service as General Secretary, Ogun State NYSC Band CDS Group, Ogun State. **2018 – 2019**

Personal Skills

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|-------------------|----------------|
| • Initiative | • Planning |
| • Problem Solving | • Leadership |
| • Adaptability | • Presentation |
| • Research | • Creativity |
| • Time Management | • Calculative. |

Other Skills

- | | |
|------------------------------|---|
| • Microsoft Office | • Digital Content Development (social media, blogs, etc.) |
| • Fashion Designing | • Catering/Baking |
| • Online Sales and Marketing | • Call Center Operations (Customer Service Support). |

Other / Personal Details

Interests include: Researching, listening to music, cooking, sporting, traveling, teaching, reading and writing.

Date of Birth: 20th of February, 1995

State of Origin: Oyo.

REFERENCES:

Available on request.