**ADETOBA, Opeyemi Adebola**

**5, Itohan Avenue, off Olu Akerele, Ikeja, Lagos**

**08029944224, 08186032338**

[**adetobaope@yahoo.com**](mailto:adetobaope@yahoo.com)

**PROFILE**

Organized, confident and motivated, with a view to contributing effectively to organizational development and corporate goals through hard work and diligence, whilst upholding the virtues of accountability, accuracy and dedication to work or career. Maintaining high quality standards, striving for excellence and precision at all times, in all positions and attaining professional distinction while striving to go the extra mile in order to achieve set goals. Constantly seeking new challenges and additional responsibilities to progress career.

**SKILLS**

* Excellent interpersonal and communication skills in English Language
* Result oriented, adaptable, organized, tenacious and possess high numeration skills
* Innovative and creative with the ability to motivate others
* Good time management skills and excellent team spirit
* Excellent use of basic IT packages such as Microsoft Word, Excel, Power point, Internet and Email.

**PERSONAL INFORMATION**

DATE OF BIRTH: 15TH DECEMBER, 1989

NATIONALITY: NIGERIAN

STATE OF ORIGIN: OSUN STATE

GENDER: FEMALE

MARITAL STATUS: SINGLE

**EDUCATION AND QUALIFICATIONS**

2010 – 2014 B.A(HISTORY) 2nd class (upper division)

University of Ibadan, Ibadan.

2000 – 2006 WASSCE (May/June) 6 O’Level Credits

Moret Comprehensive College

Adamasingba, Ibadan.

**CERTIFICATIONS/ TRAINING**

Human Resources Management Training (2016) Piston and Fusion Ltd

**EXPERIENCE**

**ARM PENSION MANAGERS (PFA) Customer Experience Executive Oct 2015 Till Date**

* Engage clients through all available channels of customer interaction.
* Address customer complaints and provide resolutions.
* Provide relationship management service as well as regular information on products and services of the firm to clients.
* Populate and maintain the CRM database.
* Grow revenue from existing client base leveraging on customer analytics data.
* Provide clients with consistent and clear communication while identifying areas where services can be improved.
* Deliver the branded ARM Customer Experience to clients at all times.

**AIRFORCE SECONDARY SCHOOL, Makurdi CLASS TEACHER 2014 – 2015**

* Subject teaching in line with educational curriculum.
* Decision making regarding teaching methods applicable to weak students.
* Development of ideas to improve reading culture among students.

**SEALINKS TELECOMS Sales Rep/ Customer service officer Aug-Dec 2013**

* Involve in marketing bulk sale of all recharge voucher ( all network )
* Manages customers’ enquiries and complains.
* Maintaining our customer’s database.
* Perform other functions that helps add value to company.

**INTERESTS/HOBBIES**

Reading insightful materials, surfing the internet, and meeting new people.

**REFEREES**

* Mr. Seun Fabiyi

Heritage Bank Plc

Lagos State.

[seunfab@yahoo.co.uk](mailto:seunfab@yahoo.co.uk)

* Temitayo Badewole

CED Magazine

Lagos State

[temitayobadewole@gmail.com](mailto:temitayobadewole@gmail.com)