

OLUKANYINSOLA OLUBANKE OLOMI

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Magodo-Isheri, Lagos, Nigeria

An adaptable, results-oriented, and organized *Operations Team* lead who has a demonstrated history of Client/Customer Relations Management, and Logistics Management with wide-ranging exposure to organizing distribution of goods and managing service quality as well as customer base. Excellent communication and interpersonal skill, with a great ability to get along with people.

EXPERIENCE

MAY, 2020 – PRESENT

TEAM LEAD, OPERATIONS. LOGISTICS HUB NG (LAGOS, NIGERIA)

- Create a budget for the team's operation, and supervise data entry, payroll and grant report entry
- Oversee receivable and payable accounts on a daily basis
- Develop work schedule and ensure that members of staff adhere to it for successful implementation
- Deliver excellent customer service by supervising customer related activities of staff, and ensuring that customers are treated in a professional manner
- Help the company in recruiting good and qualified staff
- Facilitate interactions between the internal team and the hosted platforms for the overall success of the organization
- Mentor team members, identify lapses, and conduct training on the job to equip staff with knowledge of developing trends in order to build a highly skilled department

JULY, 2018 – APRIL, 2020

CUSTOMER RELATIONS & LOGISTICS OFFICER, A17 LOGISTICS (LAGOS, NIGERIA)

- Resolved customer complaints via phone, email and social media
- Oversaw placement of orders and refunds
- Managed payment information and other pertinent information such as addresses and phone numbers
- Worked with other customer service officers to ensure proper customer service was being delivered
- Compiled reports on overall customer satisfaction.
- Ensured licenses for the dispatch riders were always up to date
- Worked with dispatch riders to ensure customers' items were picked and delivered on time
- Prioritized items for dispatch and prepared distribution plans to ease movement

EDUCATION

SEPTEMBER, 2018

B.A. SOCIAL SCIENCES (ECONOMICS & SOCIOLOGY), UNIVERSITY OF CAPE COAST

(CAPE COAST, GHANA)

- Concentration in Economics and Sociology

JUNE, 2012

S.S.C.E, SUPREME EDUCATION FOUNDATION SCHOOLS (LAGOS, NIGERIA)

SKILLS

- Customer Service
- Complaint Handling
- Data Management
- Social Media Management
- Interpersonal Skills
- Team Work
- Leadership
- Fluent in English and Yoruba
- Logistics Management
- Operations

ACTIVITIES

- Electoral Commissioner (Association of Economics Students, University of Cape Coast)
January, 2018 – May, 2018
- Electoral Committee Member (Association of Economics Students, University of Cape Coast)
September, 2017 – January, 2018
- Active Member (Sociology & Anthropology Students Association, University of Cape Coast)
September, 2015 – May, 2018