

Inioluwa Praise Owolabi

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A driven and diligent individual with ample experience in client/customer-oriented environments. Currently seeking experience in environments where I can apply my initiative and improve my skills. With over a year's experience of working in busy people-centric organizations, I can work effectively, both independently and as part of a team. Good communicator with attention to details who thrives in fast paced and high-pressure environments.

## EDUCATION

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**University of Prince Edwards Island**

**On going**

Bachelor of Engineering

**Trinitate International Secondary School**

**09/2015 - 09/2021**

GCSEs: Mathematics, English Language, etc.

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## WORK/VOLUNTEER EXPERIENCE

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**Sunrise Enterprise**

**10/2021 - 12/2022**

Part-time Office/Shop Assistant

Duties:

- General shop administrative tasks
- Handled the daily opening, setting up and closing of the shop
- Effectively handled marketing, sales, and logging
- Liaised with distributors and customers
- Assisted customers with information and sales
- Handled phone enquiries and orders • Shelving and stocking of the shop
- Assisting with management of sales

- Improved sales through effective communication and advertisement
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**Ashlux**

**11/2021 - 12/2022**

Sales Associate

Duties:

- Delivered excellent customer service by greeting customers, assisting with product selection, and providing detailed product information, resulting in a 15% increase in customer satisfaction scores.
- Consistently met and exceeded sales targets, contributing to a 20% increase in store revenue over the past year.
- Maintained up-to-date knowledge of current fashion trends, product features, and promotions to effectively assist customers and drive sales.
- Assisted in the implementation of visual merchandising strategies, ensuring the store was well-organized and visually appealing, which increased foot traffic by 10%.
- Supported inventory management by conducting regular stock checks, processing shipments, and organizing stockrooms, reducing inventory discrepancies by 5%.
- Efficiently operated the point-of-sale (POS) system, processed transactions, handled returns, and resolved customer issues in a timely manner.
- Efficiently operated the point-of-sale (POS) system, processed transactions, handled returns, and resolved customer issues in a timely manner.
- Built strong customer relationships through personalized service and follow-up, resulting in increased repeat business and customer loyalty.
- Utilized effective sales techniques, such as cross-selling and upselling, to enhance the customer shopping experience and boost sales.

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**Pastors Seed Forum**

**03/2022 - 12/2022**

Supervisor Of Protocol Department

Duties:

- Served as a PA to local and international guests during events

- Handled the organization and setting up of events
  - Overlooked and managed the affairs of the protocol department
  - Ensured a hospitable and conducive environment was provided for guests
  - Handled calls, enquiries, and queries • Handled incoming and outgoing correspondence
  - Took up administrative duties such as printing, scanning, typing, photocopying etc.
  - Supervised the preparation and distribution of materials and food
  - Provided Support services for guests.
  - Organized travels and provided transportation for guest
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## **IO Solutions**

**04/2023 – 07/2023**

Customer Service Representative

### Duties:

- Handled inbound and outbound calls and correspondence
  - Effective advertisement and communication of the company's products and benefits
  - Increased sales by 10% by making an average of 9 sales a day
  - Increased customer traffic by 5% through building effective rapport with customers
  - Advising customers on deals, discounts and bill credits available
  - Good knowledge and effective handling and reviewing of SIM providers, phones and network contracts/agreements
  - Dealing with the setting up and verification of SIM providers and agreements
  - Effective handling of bill credits
  - Ample knowledge of phone deals SIM discounts, bill credit and SIM add ons
  - Advising customers on their obligations and the benefits of the proposed contracts
  - Handling of surveys
  - Dealing with billing and contract queries and complaints
  - Effective use of the company database to log and raise complaints
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**Maritime****06/2023 – 10/2023**

Customer Service Assistant

Duties:

- Effective handling of tickets and product sales
  - Manage, oversee, and maintain the smooth and effective running of activities
  - Maintain order and ensure safety of over 1500 people
  - Advise customers on various activities, tickets and products
  - Assist customers with activities and directions
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**Rodd Hotels and Resorts****20/2024 - Present**

Central Reservations Agent

Duties:

- Respond to incoming calls professionally and courteously.
  - Handle room reservations for guests, ensuring accurate booking details.
  - Assist guests with making golf reservations, accommodating their preferences.
  - Provide information and answer queries about services, facilities, and policies.
  - Address guest complaints or concerns, offering effective resolutions and ensuring satisfaction.
  - Maintain a high level of customer service to enhance the guest experience.
  - Keep accurate records of interactions and bookings in the system.
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**CERTIFICATIONS**

- Segregated fund Certificate
  - Life insurance
  - Accident and sickness
  - Ethics and professional practice
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## **SKILLS & KNOWLEDGE**

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**Computer: MS-Word, Excel, Access, PowerPoint**

**Other Attributes:**

Customer advising, understanding customer needs, good team worker, punctuality, ability to read and interpret instructions, good attention to detail, diligent and hardworking, leadership skills, effective communication, creative skills, ability to use initiative in solving problems, interpersonal skills, negotiation skills, organizational skills, ability to work with little to no supervision.

## **REFERENCES**

Available on Request

# PRAISE OWOLABI

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January 27, 2025

## **To the Hiring Manager,**

I am thrilled to submit an application for Michelin Tire's co-op opportunity. I am excited to add my academic background, problem-solving abilities, and enthusiasm for sustainable innovation to your vibrant team as a University of Prince Edward Island Bachelor of Engineering student specializing in Sustainable Design Engineering.

I have developed a solid foundation in engineering principles with an emphasis on creating ecologically responsible solutions through my courses and practical projects. For instance, in a recent project, I looked at ways to assist a national park in lowering energy use and reaching net-zero emissions through an assessment of staff and tourist behavior. I also demonstrated my ability to combine creativity with real-world engineering applications when I designed a safer mussel-harvesting vessel for Atlantic Aqua Farms that had a cutting-edge conveyor belt and slide mechanism.

My own ideals and goals are strongly aligned with Michelin's dedication to sustainability and innovation. During my co-op period, I hope to support the company's efforts to promote sustainable production methods and environmentally friendly tire technology, which I find admirable. I am certain that my technical expertise, flexibility, and commitment will make me an invaluable member of your team, whether we are working together on research, streamlining procedures, or putting sustainable practices into effect.

Along with my education and project management experience, my present position in customer service has sharpened my communication and problem-solving skills, allowing me to successfully handle obstacles while staying focused on producing top-notch outcomes.

I would be delighted to join Michelin and support your goal of providing innovation and sustainability by contributing my abilities and passion. I am excited about the prospect of talking about how I can help your team. I appreciate you taking a look at my application.

Regards,  
Praise Owolabi.