

# Kayode Ajikanle

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## Kayode Ajikanle

Bromley

07956930875

Kayode208@gmail.com

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### Skills

A reliable, organised, and confident individual with a proactive attitude towards knowledge acquisition. Proficiently adept at addressing customer claims, resolving problems, and managing complaints with efficiency.

Demonstrates a quick grasp of customer service processes and workflows, consistently delivering exemplary service standards.

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### Experience

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#### Grove Park Library / Librarian

March-2024 - Current Grove Park

Assisted patrons with locating materials, answering inquiries, and general support

Managed check-ins, check-outs, and renewals at the circulation desk

Organized and shelved books, ensuring accurate classification and order

Supported cataloging and processing of new library materials

Monitored and maintained library resources, assisting with repair or replacement

Conducted inventory and helped weed outdated or unused materials

#### Bose / Tech Support

August-2023 - January 2024 Chaltham

Providing technical support and assistance to customers via phone, email, chat, or in-person interactions.

Troubleshooting and diagnosing technical issues with Bose products, including headphones, speakers, and sound systems.

Guiding customers through step-by-step solutions to resolve software or hardware issues they encounter.

Documenting customer interactions, including issues reported and solutions provided, in the company's CRM system.

Collaborating with other technical support team members to share knowledge and best practices for problem-solving.

### **Sidequest / Night Shift Assistant**

March 2023 -August 2023, Charing Cross

Resolving issues that customers have whether it be software or hardware within the store.

Managed and maintained computed systems, equipment by troubleshooting hardware and software issues, cleaning out keyboards and wiping down computer services.

I made and served hot meals and beverages, including boba, green tea, and blended beverages.

Ensuring and keeping an exact record of inventories from the store, including ingredients. Constantly checking on what's low and making sure to report it to the manager to keep the shop operating well.

### **The Alchemist / Host / Receptionist**

May 2022 - July 2022, Canary Wharf

Greeting guests as they enter, and putting them on a waiting list as necessary.

Answering phone calls, taking reservations and answering questions.

Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.

Helping out with other positions in the restaurant as needed.

Engaging with guests to ensure they're happy with food and service

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## **Education**

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### **Shooters Hill Sixth Form College / BTEC Level 3 National Diploma -IT**

Graduation - July 2016

### **Haberdashers Aske's Knights Academy / 9 GCSEs to a C grade**

Graduation - July 2014

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## **Professional Skills**

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Mastery of Microsoft Office programs (Word, Excel, PowerPoint, Publisher, Access Ect.)

Comfortable working in both Microsoft Windows 10 and Mac OS X.

Excellent communication skills with a focus on team building and customer relations.

Outstanding organisational, multitasking, and problem-solving abilities.