**OLA, EMMANUEL JUNIOR**

No 52, Ogba Road. Ajia 1 Bus/Stop, Agege, Lagos

Accountant | Debt Recovery | Customer Service Officer

**CAREER OBJECTIVE**

Experienced Customer Service professional with a strong background in Accounting and a track record of success in resolving inquiries and fostering customer relationships. Seeking a Customer Service Representative role to contribute communication expertise and a proven commitment to exceptional service.

**CORE SKILLS AND COMPETENCIES**

* Adaptability
* Strong work ethic
* Multi-Tasking
* Good communication
* MS Excel
* Keen attention to details
* MS word
* Analytical
* Time management
* Accountability
* Team-working ability

**WORK EXPERIENCE**

June, 2021 – Jan, 2022 **Dino Century**

**Collection TL / Customer Representative**

* Strategically managing my team members so as to achive the desired team's goal.
* Providing solutions to discrepancy in customers repayment or account.
* Dissemination of information between my members and the management
* Giving reports to the management about the job.

Sept, 2019–June, 2021 **Transsnet Financial Nigerian Limited**

Collector

* Satisfactorily handling of customers inquiries and complain.
* Giving out information about the company's product
* To assist debtors that doesn't know how to make their payment.
* To notify customers about the penalty for paying late or refusing to pay.
* To adequately record every conversation with customers.

Sept, 2018 – Jul, 2019 **St. Patricks’ Nursery and Primary school, Rivers State.**

Administrative Accountant (NYSC)

* To setup a working accounting unit for the school.
* To evaluate and ascertain the school’s revenue for a term.
* To analyze payment slips issued by the cashier and ensure that payments are correctly, fully paid and reflects in the account unit.
* To oversee school’s inventory.
* To give reports to the management.

ACHIEVEMENTS:

* Designed a payment slip and gave it to the cashier so as to have transparency between the Account unit and cashier’s office.
* Typed all the pupils' (600+) name with the corresponding fee payable by each pupil accordingly by using Excel spreadsheet.
* Detected and reported all financial discrepancies and fraudulent act and also made recommendations on how to curb such problems to the management.

**EDUCATION**

Jan 2013 – Nov 2017

Ekiti State University (EKSU), Ado-Ekiti, Ekiti State.

B.Sc. Accounting (2nd Class Upper)

**TRAININGS AND CERTIFICATIONS**

2019 **Human Resource Management** (Deslog Energy Services Ltd.)

2019 **Health Safety and Environment 1, 2 & 3.**  (World Safety Organization, WSO)

2019 **Oil and Gas Logistics Management.**  (Deslog Energy Services Ltd.)

**CAREER INTEREST**

Finance || Customer Rep || Accounting || Tech