

AKINOLA AYODEJI OLUSEGUN

SOFTWARE DEVELOPER

I am a progressive and result driven individual, with strong interests in Software development in industries such as Fintech, EdTech, healthtech, and other SAAS products related industries. I hope to join a team of talented individuals, who strongly believe in team work, hence creating positive impact in any organization through adequate research, discharge of duties in order to achieve organization & personal desired set goals per time. I constantly seek to improve my knowledge base, by aligning myself with learning opportunities.

WORK EXPERIENCE

2020-DATE	<div>OSAN WATER NIGERIA LIMITED, IGANDO, LAGOS STATE</div> <div>PERSONAL ASSISTANT TO THE CEO</div> <div><ul style="list-style-type: none">Maintained appropriate filing of personal and professional documentation.Oversaw personal and professional calendars and coordinated appointments for future events.Displayed absolute discretion at handling confidential information.Organized and attended meetings and compiled related documents and reports.Responded to emails and other correspondence to facilitate communication and enhance business processes.Provided general administrative support including scheduling meetings, making travel arrangements and managing documentation.Experienced with productivity tools such as Slack, Zoom, Google Docs and Sheets, ClickUp and Asana.Coordinated international and domestic travel logistics including flight itineraries, hotel reservations and car services.Streamlined operations and prioritized tasks, allowing CEO to increase productivity.</div>
2016-2020	<div>OSAN WATER NIGERIA LIMITED, IGANDO, LAGOS STATE</div> <div>Customer Care Officer</div> <div><ul style="list-style-type: none">Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.Resolved customer complaints while prioritizing customer satisfaction and loyalty.Followed through with client requests to resolve problems.Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.Generated customer satisfaction surveys to analyze results into action plans.Researched and corrected customer concerns to promote company loyalty.Took ownership of customer issues and followed problems through to resolution.Kept accurate records to document customer service actions and discussions.Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.Built positive rapport and relationships for high levels of customer satisfaction.Assessed customer service data to identify and address improvement opportunities.Developed customer service initiatives to improve performance and uplift satisfaction scores.</div>

PROFESSIONAL CERTIFICATIONS & QUALIFICATIONS

- UTIVA AND UDEMY
 - UDEMY
 - UTIVA
- Full Stack Web Development 2023

The Complete Web Development Bootcamp 2023

Full stack Web Developer - 2023

PERSONAL INFO

Location: Lagos State, Nigeria
Phone: 08140570029

E-mail: ayodejiakinola007@gmail.com

Availability: Onsite & Remote

<https://github.com/Mr-Rovilay>

<https://mr-rovilay.github.io/vit-project/>



EDUCATIONAL HISTORY

<div></div> <div>National Youth Service Corps</div> <div>Discharge Certificate of Completion</div> <div>2015</div>
<div></div> <div>University of Lagos, Akoka, Lagos State.</div> <div>Bachelor of Science in Industrial Relations & Personal Management</div> <div>04-2014</div>
<div></div> <div>Federal Government College, Ijanikin, Lagos State</div> <div>Senior Secondary School Certificate</div> <div>07-2008</div>

Technical Skills

<div></div> <div>Microsoft Office</div>
<div></div> <div>Micro Soft Excel</div>
<div></div> <div>Microsoft PowerPoint</div>
<div></div> <div>Java Script Proficiency</div>
<div></div> <div>CSS Proficiency</div>
<div></div> <div>HTML Proficiency</div>
<div></div> <div>WordPress Proficiency</div>
<div></div> <div>Software Development</div>
<div></div> <div>Filing and documentation</div>
<div></div> <div>Internet Exploring proficiency</div>
<div></div> <div>Administrative Proficiency</div>
<div></div> <div>Customer Care Skills</div>
<div></div> <div>Video Conferencing skills</div>

Personal Attributes

<div></div> <div>Excellent Communication Skills</div>
<div></div> <div>Accountability</div>
<div></div> <div>Excellent Team Player</div>
<div></div> <div>Multi-tasking abilities</div>
<div></div> <div>Active Listening skills</div>

Languages

<div></div> <div>English</div>
<div></div> <div>Yoruba</div>

Referees

