

Oluwadamilola Kolawole

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SUMMARY

Highly motivated and customer-focused professional with a background in engineering and data and people management. Skilled in delivering exceptional service with empathy and compassion. Adept at using sound judgment to navigate challenging situations, offering tailored coaching to help customers the goal of their engagement with a brand.

SKILLS

- Effective communication
- Customer service
- Coaching
- Digital proficiency
- Problem-solving
- Decision-making
- Team collaboration
- Data Analysis
- Telephony skills
- CRM and pipeline management
- Project management

WORK EXPERIENCE

Junior Mechanical Technician

Jan. 2023 – Jul. 2023

Mikano International Limited

- Utilized computerized diagnostic equipment to identify and troubleshoot complex issues, demonstrating strong analytical and problem-solving abilities.
- Maintained detailed records of maintenance and repair work, ensuring accuracy and thoroughness in documentation.
- Stayed updated with the latest technology and advancements, reflecting adaptability and continuous learning.
- Provided technical support and guidance to team members, showcasing strong communication and teamwork skills.
- Ensured compliance with safety standards and regulations during all activities, emphasizing a commitment to following procedures and maintaining a safe environment.
- Delivered high-quality service by addressing mechanical faults efficiently, ensuring customer satisfaction.

Customer Support Specialist**Jun. 2019 – Nov. 2022****Kiatecs Global Concept Ltd**

- Delivered high-quality customer service to clients seeking financial advice and investment opportunities.
- Conducted in-depth assessments to understand client needs and provide tailored advice.
- Facilitated workshops and training sessions on financial literacy.
- Maintained accurate records of client interactions and progress using CRM systems.
- Received recognition for excellence in customer service and achieving a client satisfaction rate of 90%.

Human Resources Manager**Jan. 2016 - May 2019****Mega Plastics Ltd.**

- Managed recruitment processes, ensuring the placement of qualified candidates in various roles.
- Developed and implemented HR policies and procedures, promoting a positive and productive work environment.
- Conducted training sessions and workshops to enhance employee skills and performance.
- Provided coaching and career development support to employees, helping them achieve their professional goals.
- Resolved employee conflicts and issues, maintaining a harmonious workplace.
- Achieved a 20% improvement in employee retention through effective HR strategies and support.

University of Salford, July 2023

MSc. Data Science

University of Ilorin, June 2014

BSc. Mechanical Engineering

CERTIFICATION

Google Data Analytics Professional Certificate | **Google** | April, 2023**INTEREST**

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- SDG Goals
 - Women Empowerment
 - Music