

# ODEDEYI, Olukemi Theresa

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Adedoyin Street, Off Shipeolu street, Palmgrove, Lagos State

## **CAREER SUMMARY:**

Human resource enthusiast, dedicated and resilient individual with experience and strong professional background in import logistics, customer service/client relationship and satisfaction, product quality assurance and also knowledgeable in Structured Query Language (SQL) and digital communication skills.

## **SKILLS SUMMARY**

- Proficient in IT Support responsibilities such as using basic SQL functions, command lines and scripting to proffer solutions to human resource related tasks.
- Providing technical support for the overall human resource team and customer relations including responding to calls, emails and resolving issues from customers.
- Providing technical and IT support to the overall operations and logistics team and clientele management.
- **TOOLS:** Microsoft Office (Word, Excel, PowerPoint and Outlook)

## **WORK EXPERIENCE/ CAREER HISTORY**

Front End Development Intern at **Zuri Training Program.**

**(Mar 2021 – Till date)**

### ***Roles and Responsibilities***

- Attended online classes for fundamentals of front-end development given by mentors.
- Completed task on Responsive web design, pushed to GitHub and GitHub pages.
- Used code pen to fork and create a CSS style sheet for a form task as given by a mentor.
- Attempted a google homepage replication task and a portfolio creation task.
- Carried out further tasks and projects as assigned by mentors.

Customer Relationship Officer at **Smashrides Solution Services, Ikeja.**

**(Oct 2019 – Dec 2019)**

### ***Roles and Responsibilities***

- Coordinated customer service activities within the company by making calls, ensuring and maintaining healthy client relationships.
- Managed the customer service department of the company under the supervision and guidance of my line manager.
- Sourced for clients and investors for the company and maintained logs and spreadsheets for all activities
- Carried out other assignments given to me and reported directly to my line manager

Logistics Personnel at **V – Logic Forwarding & Clearing Limited, Ikeja**

**(Jan 2018 – Sept 2019)**

### ***Roles and Responsibilities***

- Managed all new and existing client documentation and served as a source of information and feedback for the organization, alongside shipping and terminal invoices and facilitating payment.

- Developed standard operating methods to manage transport operations efficiently thereby enabling effective implementation of transportation plans.
- Acted in a supervisory role when necessitated to facilitate job progress and assisted in capturing data needed for duty assessment and monitoring.
- With the supervision of Head of operations and operations manager, facilitated job progress and delivery.
- Ensured that all activities and transactions were carried out seamlessly and yielded positive results and carried out any other activity designated to me.

Front Desk Personnel/Operations Assistant at ***V – Logic Forwarding & Clearing Limited, Ikeja***  
**(March 2017 – Dec 2017)**

***Roles and Responsibilities***

- Attended to and received visitors at the reception area warmly and notified staff members of visitors' arrival and scheduled appointments within the company.
- Conducted bank transactions on behalf of the company when directed.
- Managed and monitored sales trend on the e-commerce platform, attended to and resolved customers inquiries and complaints promptly.
- Supported all procurement transactions and analyzed them for conformity with specified requirements and conducted monthly physical inventory of products in the warehouse.
- Followed-up on purchases orders status and kept my supervisor abreast with estimated time of delivery of goods: ensured that all expected goods were received in accordance with POs specifications and in good condition.
- Carried out any other task assigned.

Quality Control and Assurance Trainee at ***Top Crust Bakery Nigeria Limited, Ikeja.***  
**(Mar 2013 - Aug 2013)**

***Roles and Responsibilities***

- Worked on new recipes and ideas that brought about new inventions in making of some bakery products.
- Conducted experiments to determine compatibility of new materials and produce samples to test and develop to meet company standards and criteria.
- I monitored the entire production process to ensure standards and HACCPs were met and adhered to.
- Worked closely with the bakery manager and chief operating officer to ensure compliance of all staff members in the production unit and carried out other assignments given.

**EDUCATIONAL QUALIFICATION**

**Bachelor of Science (BSc.) Food Science (2014)**

University of Ilorin, Ilorin, Nigeria.

**OTHER PROFESSIONAL CERTIFICATIONS**

- Certified **Procurement and Logistics certificate** *CILT (UK)*, 2019
- **Soft skills training certificate** *Jobberman Nigeria*, 2020

- ***Human Resource Management Certificate, Ace Coterie Consulting Nigeria, 2020***

**INTERPERSONAL SKILLS**

Energetic self-starter with strong technical and organizational skills. Ability to initiate as a team builder and team player. Excellent in problems-solving, and operations management.

**INTERESTS:**

Reading, Music, Research, Travelling.

**LANGUAGES SPOKEN:**

- English – Fluent
- Yoruba – Fluent