**OYEBOLA OYELADE**

**Address:** Dublin 11

**Tel:** 0899763742 **E-mail:** oyebola.oyelade@yahoo.com

**Residency Status:** Able to work in Ireland without restrictions

**PERSONAL PROFILE**

An Energetic and reliable sales and customer service representative with a degree in Business Administration and 4 years of success in resolving customer concerns and queries. An excellent communicator with strong relationship building skills. A Flexible team player with an excellent phone manner, strong attention to detail, able to work well under pressure in a fast paced environment, with good computer skills is looking for a role in customer service.

**WORK HISTORY**

**June 2022 to Sept 2022 Front Desk Receptionist (Covering a leave)**

**GMC Utilities Group, Finglas Dublin**

* Receiving visitors at the front desk by greeting and welcoming each person with a warm and friendly manner
* Directing people to the relevant department and contacting the person they were due to meet
* Answering, screening, and forwarding up to 30 incoming phone calls per day
* Receiving, sorting, and distributing daily mail and deliveries to the relevant staff
* Ensuring the reception area was tidy and presentable, with all necessary stationery and material such as pens, forms, and brochures
* Providing accurate information about the company services in-person and via phone/email
* Maintaining office security by following safety procedures and controlling access via the reception desk, monitoring the logbook, and issuing visitor badges
* Ordering front office supplies and keeping an inventory of stock
* Updating calendars and scheduling meetings
* Arranging travel and accommodation for staff when needed
* Keeping updated records of office expenses and costs
* Performing administrative duties such as filing, photocopying, franking, and scanning.

**Jul 2012 to Jul 2021Revenue Supervisor**

Lagos State Internal Revenue Service, Lagos, Nigeria

* Working with the VMA Vehicle Motor Insurance government agency to identify motor tax evaders
* Carrying out background checks on the motor tax evaders to identify people who may be underpaying their general taxes, especially in relation to High-Net-Worth individuals
* Creating and calculating assessment of taxes owed and sending this to people identified, following up on the payments
* Upheld privacy and security requirements established by national legislation.
* Collaborating with the accounts department, compiling, and preparing weekly, monthly and yearly reports and presentations on revenue generated for the directors
* Constantly increasing monthly revenue by bringing in more individuals and companies into the tax-net.

**Apr 2010 to July 2012 Customer service representative / Front Desk**

**Smart Link Management – security and cleaning agency, Nigeria**

* Responsible for recruiting employees for our cleaning and security services, receiving CVs, carrying out background and vetting checks and scheduling interviews
* Received contracts from hotels, supermarkets and personal individuals requesting cleaning and security services
* Processing the orders, calculating the budget and organising the employees
* Dealing with customers questions at the first desk, handling questions regarding, services, price, and timelines
* Maximising customer satisfaction by greeting customers with a friendly manner at the desk and over the phone
* Dealing with any issues or complaints from customers regarding the level of service of provided
* Answering inbound calls daily, directing customers to designated individuals or departments to ensure timely resolution.
* Preparing reports on contracts awarded, sales made, number of staff contracted and salaries and expenses

**Jan 2008 to Mar 2010 Customer service representative**

Afribank Nigeria Plc, Lagos, Nigeria

* Performing follow-up calls and answering phone calls and emails daily to uncover customer needs, desires, and queries regarding product development.
* Assisting with customer account openings in person, via email, online and by telephone.
* Addressing customer enquiries quickly and accurately.

**EDUCATION HISTORY**

**2007 BSc Hons. Business Administration**

Bowen University, Nigeria

**ADDITIONAL TRAINING**

**Feb 2022 to April 2022 EPIC Pre-Employment Training**

**Business in the Community, Dublin, Ireland**

**2014 Chartered institute of Taxation Nigeria**

**2012 Lagos State Internal Revenue Training**

**SKILLS**

* Customer needs analysis
* Solution development
* Process optimisation
* Professional telephone demeanour
* Problem solving
* Strong Negotiating and Influencing Skills
* Careful and active listener
* Energetic work ethic

**REFERENCES ARE AVAILABLE ON REQUEST**