|  |  |
| --- | --- |
|  | **Teniola Ogunjinrin**  **Location:** Essex, United Kingdom  **Telephone:** 07578583152  **Email:** Teniola\_@outlook.com |

**Personal Profile**

I am a result driven individual. I can communicate effectively, working within a team and successfully engaging sponsors. I can adapt very promptly to changes that are arise in any project and can incorporate new ideas efficiently. I enjoy solving problems using accurate logic and methods to come up with solutions. My key strengths include using technology effectively, meeting needs without forfeiting deadline or quality. Certified in Technology systems support.

**Skills**

|  |  |
| --- | --- |
| * Excellent Verbal & Written Communication * Problem Solving * Analytical Skills * Quality & Time management * Creative & Designing Skills * Collaborative Skills * Ability to work under pressure | * Organisation * Teamwork * Detail Oriented * Team Player * Enthusiastic * Exceptional Customer Service Skills |

**Relevant Work Experience**

**Nov 2019 – Mar 2020 Beardwell Construction, UK Business/IT Administrator**

**Outline**

Used advanced Microsoft Word and Excel skills to present management team with inventory analysis plans to engage emerging market developments.

***Key Responsibilities***

* Engaged in problem solving skills like listening attentively and carrying out research to complete task given to me.
* I used WordPress to add recent news, completed projects and images to the Beardwell construction website.
* Used Excel to perform data gathering, business performance analyses and other financial analysis tasks for billing.
* Worked with the health and safety departments in printing out building planes of construction sites and forms for contractors.
* Worked with the Technical team to develop company website to increase customer engagements on website.
* Carried out administrative duties like providing support to all departments in the construction firm and answered phone calls.
* Worked with the accounting department, ensuring invoices are stored, converting hard copy documents into soft copy for easier and faster accessibility.
* Analyse, monitor and evaluate transactions and prepare reports.
* Involved with administrative duties at construction site, I printed out construction planes and took notes of progress being made.
* Worked on so many projects that helped transformed the efficiency of the department.

**Work Experience**

**Nov 2020 - Present AMAZON, London, UK FC Associate**

***Outline***

I am responsible for efficiently and effectively receiving and storing goods inwards following Amazon's internal processes and procedures.

***Key Responsibilities***

* Understand technical details of FC systems
* Picking customers’ orders ensuring a high level of quality and productivity
* Accurately picking, packing, and shipping customers’ orders to ensure high expectation are met.
* As a slam operator, I keep slam lines running as well as correcting packages that have been kicked out
* Reading instructions from scanners and monitors before picking and packing customers items.
* Ability to effectively identify and communicate detailed technical issues to management
* Identifying priority items and proactively packing them to be shipped in an effective timing.
* Create and cultivate a safe working environment by identifying safety opportunities across work area
* Adhering to training and process standards set by company

**Mar 2019 – Oct 2020 IKEA, Lakeside, UK Co- worker**

***Outline***

I am responsible for dealing with customers complaints and ensuring products are in stock for purchase.

***Key Responsibilities***

* Attended to customers upon entrance.
* Provided exceptional shopping experience for customers.
* Actively engaged with customers and showed them around the shop floor, this makes their experience memorable.
* Ensured products are in stock for customers to purchase.
* Supervised and ensured the area is clean and tidy upon customers arrival.
* Dealt with complaints or problems from customers in a proactive and polite manner.
* Took payments on till and made sure there was no discrepancies at the end of the shift.

**May 2018 – Mar 2019 McDonalds, UK Crew Member**

**Outline**

Interacted with customers and assisted with their orders.

***Key Responsibilities***

* Worked with fellow team members to ensure orders are carried out effectively.
* Greeted customers at counter and collected their order including cash handling.
* Stocked shelves, when necessary, in order to promote efficient and free flow of work.
* Cleaned counter, kitchen equipment’s, swept and mopped the floor to promote a conducive and safe environment for customers.
* Handling table services with a friendly smile and making sure that are satisfied with the service provided.
* Attended and earned food hygiene certificate.

**Education**

* **BTEC (Information and Communication Technology) – USP College (Distinction\*)– 2018-2020**
* **8 x GCSEs (Grade A-C)** – Alpha High School – 2012- 2017

**References available on request.**