

## **Temitope Rukayat Muraino**

Lagos, Nigeria | Email: Obatemi2016@gmail.com | Phone: +2347039367349

---

### **PROFESSIONAL SUMMARY**

A highly organized and detail-oriented professional with comprehensive experience as an Account Officer, along with strong expertise in customer service, administrative support, and virtual assistance. Skilled in managing financial transactions, accounts reconciliation, and maintaining accurate financial records while providing exceptional service to clients. Proficient in handling customer inquiries, resolving issues efficiently, and offering solutions that enhance customer satisfaction. Adept at multitasking, managing schedules, organizing data, and supporting teams with administrative tasks. Known for excellent communication skills, problem-solving abilities, and a proactive approach to ensuring smooth operational flow in dynamic environments.

---

### **WORK EXPERIENCE**

#### **GGC VA BPO Solution**

Delaware, USA [REMOTE]

#### **Transaction and Administrative Coordinator**

*October 2024 – Present*

- Using Skyslope, KVcore, DocuSign to update Client Information.
- Using FMLS Application for Client and Customer Information.
- Use of Notion and Trello for task time tracking and KPI tracking.
- Use of Discord, Google Meet for scheduling meetings.
- Drafting Google Documents and Links for Clients.
- Generating leads through Gmail.
- Updating Relevance Information Using Google Sheet
- Scanning links and updating Google Sheets for any upcoming sales dates.
- Organizing tours and feedback in the Amherst Portal.
- Following up with buyer agents who have not provided feedback.
- Utilizing GAMLS and FMLS applications for real estate-related tasks.
- Designing and sending out newsletters using CBDesk.

**Melting Moments Concerns**

Lagos, Nigeria

**Accountant/Account Officer (Part-Time)**

*February 2021 – Present*

- Collation of purchases, expenses, and daily sales.
- Preparation of manufacturing accounts for the company.
- Preparation of income and financial statements.
- Offering financial advice to foster company growth.

**Reliance Health**

Lagos, Nigeria

**Customer Care Officer**

*February 2022 – June 2022*

- Attending to customer requests and complaints via calls and email.
- Resolving customer complaints with empathy.
- Providing adequate knowledge of company health products.
- Updating customers' information on the complaint site.

**Lekki Concession Company (LCC)**

Lekki, Lagos State

**Customer Service Representative**

*January 2020 – December 2020*

- Handling customer requests and processing.
- Monitoring customer payments and transactions.
- Assisting with customer calls, payment delays, and transfers.

**National Youth Service Corps (NYSC)**

Ora High School, Ora Igbomina, Osun State

**Subject Teacher (Commerce)**

*November 2017 – October 2018*

- Monitoring students' performance and ensuring proper documentation.
- Preparing lesson notes and plans for the assigned subject area.
- Preparing students for both internal and external examinations.

**Unotelos Limited**

Lekki Phase 1, Lagos State

**Finance Intern**

*September 2017 – November 2017*

- Assisting the account and finance department with daily financial transactions.
- Handling petty cash and managing company cash and bank payments.
- Managing company invoices for equipment purchases.

---

## EDUCATION

### **Babcock University, Ilishan Remo, Nigeria**

B.Sc. (Ed.) Economics (Second Class Upper, 4.45)

### **Ogun State Institute of Science and Technology, Igbesa, Nigeria**

O.N.D. Accounting

### **Molaks High School, Lagos State**

Senior Secondary Certificate Examination

---

## SKILLS

- Call Management
  - Accounting, Finance, and Bookkeeping
  - Bank Reconciliation
  - Booking and Reconciliation
  - KVCore
  - Freshdesk
  - Critical Thinking
  - Customer Relationship Management
  - Microsoft Office Suites
  - Team Development
  - Notion
  - Trello
  - Call Center Experience
  - Active Listening
  - Discord
  - Skyslope
  - MLS Packages
  - Google Meet, Google Docs and Google Sheet
- 

## CERTIFICATIONS

- **Association of Accounting Technicians West Africa, 2017 (AAT)**
  - **P sense Employability Skills Training** (Word, Excel, Customer Relationship Management, Project Management), 2017
-

## ACHIEVEMENTS

- Best Student in Academics, 2015
  - Best Student in Academics, 2016
  - President, Education Students Association, 2015
  - Treasurer, Education Students Association, 2016
- 

## VOLUNTEER EXPERIENCE

- **Independent National Electoral Commission, Osun State**  
Presiding Officer (Adhoc Staff), 2018
- **National Youth Service Corps (NYSC), Ora Igbomina, Osun State**  
Treasurer, Community Development Service, 2018