

Olaleye Ayomide Deborah

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🏠: Chevvy View Estate, Chevron,
Eti-osa, Lagos State.

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Gender/Marital Status:

Female/Single

D O.B: April 25, 1996

Religion: Christianity

OBJECTIVE

Seeking a position where my scientific, marketing and administrative skills can be utilized in the organization that offers a rewarding and challenging environment, where I can put in my acquired knowledge and also gain exposure to upcoming technologies while being resourceful, innovative and flexible.

EXPERIENCE

GLOBACOM- CUSTOMER CARE REPRESENTATIVE

143a Ahmadu Bello Way Victoria Island Lagos.

2022 – 2024

Responsibilities:

- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Built rapport with customers through courteous and professional communications.
- Maximised customer satisfaction by resolving service issues promptly.
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Listened to individual complaints with open mind and asked detailed questions to understand issues.
- Referred customers to team leaders and expert advisers for complex inquiries..

EDUCATION

- Olabisi Onabanjo University, Ogun State - B.Sc in Microbiology

October 2014- July 2018

- Abeokuta Grammar School, Ogun State - WASSCE

September 2007- July 2013

SKILLS

- Good communication and leadership skill
- Proficient in Microsoft Office suite (Word, PowerPoint and Excel)
- Research and laboratory skills
- Health and safety skills

NYSC PPA – CHEMISTRY TEACHER

Government College Apata, Ibadan

08/2019 – 07/2020

Responsibilities:

- Collaborated with colleagues to develop interdisciplinary projects, linking chemistry with subjects like physics and biology for a holistic approach.
- Used technology in classes to optimise learning.
- Demonstrated exceptional communication and relationship-building skills, engaging students of all abilities in complex chemistry principles.
- Managed classroom environments carefully, promoting positive learning conditions to minimise bad behaviour.
- Assessed students' work accurately and regularly, giving thoughtful and meaningful feedback.
- Adopted distinctive teaching methodologies.

DIRECT SALES AGENT

Union Bank Plc, Ajoye Adekunle Branch, V.I, Lagos

03/2017- 09/2017

Responsibilities:

- Ensured optimal utilization of all sales tools and resources.
- Responded to customer enquiries via telephone and email, providing timely and accurate information.
- Stayed up to date on the latest product changes, catalogue additions and removal by reviewing product range regularly.
- Developed and maintained strong relationships with existing customers, fostering loyalty and repeat business.
- Used excellent sales and negotiation techniques to skillfully increase sales and obtain best deals.
- Developed process for customer relations which increased in customer's satisfaction.

INDUSTRIAL TRAINING

Federal Medical Center, Abeokuta (Dept. Of Medical Microbiology)

03/2017- 09/2017

Responsibilities:

- Completed all tasks efficiently and timely, as instructed by industrial managers.
- Gained practical experience of tool management by assisting managers and supervisors with various tasks.
- Documented process flows and machinery setups, creating detailed reports for future reference and training.
- Participated in project meetings, providing insights and

in a work environment

- Customer needs analysis
- Sales negotiating
- Problem solver
- Outstanding customer service
- Administrative support
- Teamwork

HOBBIES

- Innovative research
- Fashion
- Traveling
- Reading
- Makeup artist

LANGUAGES

- English
- Yoruba

updates on progress to stakeholders. Conducted lab tests in the areas of hematology, serology, widal and urinalysis

- Proficient at precisely analyzing, recording and reporting test results.

REFERENCE

Olaleye Olukayode

Civil Servant

Ministry of Finance

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