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Oke-ira Ogba,
Ogba Ikeja Lagos.
Lagos State, Nigeria.
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OLABODE Temitope Racheal

Objective

Dedicated and Result-driven Customer Relationship Professional with a proven track record of fostering positive client interaction and enhancing customer satisfaction. Seeking a challenging position to leverage exceptional communication and interpersonal skills, coupled with a deep understanding of customer needs, to contribute to the success and growth of a dynamic organization.

Educational Qualifications & Institutions Attended With Dates

University of Ilorin, Ilorin Kwara State. (B.Sc Certificate in Zoology)	2019
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Crown Comprehensive College, Ondo Road Ile-Ife Osun State (National Examination Council Certificate)	2013
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Certifications

NYSC	2020
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Customer Relation Management Chartered Institute of Customer Relationship Management (CICRM)	2020
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Health Safety and Environmental HSE 1,2 & 3 Chartered Institute of Environment Health and Safety USA (CIEHS)	2020
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Digital Marketing Foundation (LinkedIn Learning).	June 2021
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Data Analysis (Coursera)	Nov 2022
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Data Analysis Microsoft Power Tools	2023
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Work Experience

SEED Healthcare Services Ltd	Feb 2024 to Till Date
Unit 69, Cariocca Business Park 2 Sawley Road, Miles Platting, Manchester, England.	

Client Service Consultant/Location Manager

Duties

- Delivering excellent customer service to clients and agency staff.
- Successfully covering shifts at a new location, leading to exponential growth.
- Building and expanding relationships to understand requirements and place suitable candidates.
- Calling existing workforce to collect availability and provide work in covered locations.
- Contacting clients via calls and emails for shift availability.
- Reaching out to new client locations to boost productivity and expansion.
- Modified timesheets to ensure proper feedback mechanisms.
- Increasing staff strength by working with recruitment and compliance teams for seamless shift coverage.
- Working closely with the finance department to collate client's invoices and Preparing weekly business performance results for payroll processing.
- Building strong working relationships with clients and staff.
- Ensuring all client complaints are addressed and measures are taken to prevent recurrence.
- Consistently meeting and surpassing monthly targets.
- Ensuring all agency staff get paid at the end of the week.
- Successfully registered the company with the appropriate bodies in Scotland and Northern Ireland.
- Preparing accurate weekly presentations and reports.

Spring-forte Lead College

2021-2022

125, Obadina Street,
Omole Phase 1, Ojodu,
Ojodu Berger.Crescent

Administrator

Duties:

- I made and received phone calls, and provided answers to inquiries.
- Sent and responded to emails, to and from the parents and prospective clients.
- I organized the Parents Teachers Forum.
- Prepared student's and parents' term Calendar and Newsletter.
- I administered Common Entrance examinations and worked hand in hand with the teaching staff to administer student tests and examinations.
- I managed the non-teaching staff which comprised about 15 persons at the time and also led the administrative team
- Coordinated, and anchored all school events, like Excursion, Art week, etc.
- I prepared school bills for each term and managed the general running of the school.

Personal Skills

- Customer relationship and Management Skills.
- Time Management skill
- Communication Skills
- Task Coordination
- Task Automation
- Calendar Management
- Administrative Support
- Client Management
- Multitasking
- Order Fulfilment
- Product Knowledge
- Customer Satisfaction
- Chat and Email Support
- Organizational Skill
- Team Work
- Excellent communication skill

Technical skill set:

- Webmail / Outlook
- Microsoft Word
- Excel
- PowerPoint
- PowerBI
- Teams, Zoom, Google Meet
- AI tools
- Tempolyer

Personal Information

- Nationality Nigerian
- Sex Female
- Language spoken English and Yoruba