Yemisi Adedeji

16 Ottomy Grove

Clane

Co. Kildare

Mobile: 089 965 8137

Email: [Yemisi\_adedeji@yahoo.com](mailto:Yemisi_adedeji@yahoo.com)

**Career Summary**

Professional with over 10 years’ experience in customer service. I have excellent communication skills being able to work as a team player and individually as well as I am very energetic and outgoing and enjoy a challenge within my workplace. I am consumer driven with good problem-solving skills as well as a desire to accomplish all tasks provided to me in a quick, manner. I take pride in my punctuality as well as my organizational skills and ability to adapt well to any change or new strategy that may be implemented

**Academics**

* 2018 - Present **Technological University, Tallaght**

Qualification Bachelor of Science (HONS) in IT Management

* 2018 - 2018 Academy of Aviation

Qualification: Airport Passenger Services

* 2015 - 2016 **University of Limerick**

Qualification: NFQ Level 8 Medical Software Quality Assurance Program

* 2013 – 2016 **Institute of Technology Tallaght**

Qualification: Bachelor of Science in IT Management

* 2013 – 2013 **Optimum Limited**

Qualification: FETAC Level 6 International Sales and Marketing

* 2018 – 2011 **Institute of Technology Blanchardstown**

Qualification: Bachelor of business in International Business

* 2005 – 2006 **Business Management Institute**

Qualification: FETAC Level 6 Business Administration and Management

**Professional Experience**

**Team Administrator**

**Health Service Executive – Dundrum-Dublin 14 ( August 2019-Present)**

* Coordinating a multidisciplinary team in a very busy hospital environment
* Ensuring that the team daily tasks is carried out in a timely and efficient manner
* Liaising with every stakeholder that are connected to the smooth running of the organization
* Working with highly sensitive information by complying to GDPR
* Dealing with queries over the phone and face to face

**Passenger Service Agent**

**Sky Handling Partner – Terminal 1 – Dublin Airport (March 2018 – June2019)**

* Ensure all passenger counter check-in procedures are followed for departures and arrivals such as verifying tickets and baggage
* Encourage a positive work environment and attitude with all staff and customers while being a representative of the airline
* Liaise with airport immigrations and customs officers with regards to public and national security
* Provide information and potential issues to the customers with reference to their flights
* Respond to all customer queries and complaints and work towards solving all queries as efficiently as possible

**Clerical Officer**

**Department of Foreign Affairs (January 2019– April 2019)**

* Assist Senior Officers/Managers with clerical work
* Responsible for examining and processing various passport documents
* Manages and updated databases with high volumes of data using word processing, Excel spreadsheets, E-mail and the Internet
* Answered and dealt with calls worldwide in a prompt and courteous manner

**Clerical Officer**

**Office of the Revenue Commissioners, Dublin 1 (June 2017 - September 2017)**

* Processed, examined and audited various documentation
* Managed high volumes of data input in a with word processing, Excel spreadsheets and E-mail
* Troubleshoot a variety of technical issues that would arise and successfully solved each issue to the best of my capabilities
* Maintained complete and accurate files and records using the data system and filing system provided by my employer

**Clerical Officer**

**Department of Social Protection (October 2016 – January 2017)**

* Was responsible for the client interface and dealing with any customer inquiries
* Updated client records on the database and other software application systems provided
* Maintained a high level of client confidentiality while dealing with vital information on a daily basis
* Multitasked and worked in a fast-paced environment allowing me to learn a great deal of patience and organizational skills
* General administrative duties

**Data Entry/Clerical Officer (Mortgage Arrears Unit)**

**AIB Corporate Headquarters (September 2013 – January 2014)**

* Processed highly confidential data on mortgage arrears
* Provided data analyst support in the day to day management of the team
* Assisted with the implementation of customer contact strategy
* Coordinated the daily interface with key managers in the department
* Ensured all legal processes and procedures were properly documented

**Customer Service Advisor**

**AIB – Current Accounts and Credit Card Services (July 2013 – September 2013)**

* Responsible for credit card fraud prevention mechanisms and current account management systems
* Dealt with inbound and outbound client call inquiries while multitasking in a high paced, high volume atmosphere
* Learned how to adapt and deal with many challenges within a high-pressure environment

**Other Relevant Experience:**

Dublin Airport Authority

Airport Search Unit

Airport Passenger and Public Safety & Search Unit Officer

Dublin Airport (2008)

Passenger Service Agent

Servisair Limited, Dublin Airport (2007)

Clerical Officer

Leixlip Resource Centre (2006-2007)

**Key Skills & Competencies:**

* Microsoft Office, Excel and PowerPoint
* ECDL
* Skilled in many different operating systems and easily adaptable to new systems
* IT Skills
* Networking
* Database Administration and Software Testing

**References**

References Available Upon Request