

Oyewole Yewande, Hannah

47, Olonode street, Alagpmeji, yaba Lagos State, Nigeria
wandeoyewo@gmail.com
08124798306, 09133636600

Personal Profile

I am dedicated, very hard-working and always ready for new challenges. I have a passion for strategic thinking, communication and planning, with a vision to advance career growth in an organization that promotes research, strategy and communication, adding value to the organization by applying my talents and abilities. I am passionate about solving problems and always love bringing positive changes wherever I find myself. I am a fast learner, curious and a lover of knowledge.

WORK EXPERIENCE

David Wej (Store Manager)

3rd January 2022 –

Present

- Develop business strategies to raise our customer pool, expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc)

David Wej (Customer Support)

8th October 2018 – 31st December

2022

- Communicate complex issues to appropriate service owners or departments to determine and recommend appropriate courses of action.
- Keep records of customer interactions, process customer accounts and file documents.
- Assisting customers with complaints and questions via phone calls, emails or social media
- I assist customers with their placements and orders.

KPMG (BICSS)**14th August 2018 - 8th October 2018**

- Collection of data for banking industry customer satisfaction survey through interviews and questionnaires
- Interviewed over 200 respondents to get their insights on the Nigerian banking industry

CERTIFICATE OF NATIONAL SERVICE**23RD MAY2017 – 23RD APRIL 2018****GREATNESS GARDEN ACADEMY (TEACHER)**

- Mark and monitor students' classes and homework providing constructive oral and written feedback
- Prepare and plan lessons in line with subject schemes of work, using appropriate teaching methods and resources

ACADEMIC PROFILE**2012 - 2016 University of Lagos, Akoka, Lagos****B.A in Philosophy****2005 – 2011 Regan Memorial Baptist Girls' Secondary School****Secondary School Leaving Certificate (S.S.C.E)****1995 – 2005 Command Children's School, Yaba, Lagos****First Leaving School Certificate (F.L.S.C)****SKILL****Good communication skills, Strategic leadership, Teamwork,****Interpersonal abilities, Research.****INTEREST AND ACTIVITIES**

- Making friends
- Reading
- Music and Drawing

REFEREE

Ajiborisha Motunrayo. A

Tax Administrator

Lagos State Internal Revenue Service

117, Apapa Road Ebutte Metta Lagos.

Onanuga Seyi

Associate Principal

Standard Chartered Bank

Ahmad Bello Way, Victoria Island, Lagos.