**Bolaji Catherine Oyetayo**

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**PERSONAL SUMMARY**

A dynamic graduate with substantial experience in Customer Service and Information Technology. Possesses good communication, analytical and problems solving skills. Highly focused with a comprehensive knowledge of maintaining professional, helpful and courteous relationships with allocated customers and colleagues in achieving company objectives. Having an enthusiastic and positive attitude to work. Ability to meet deadlines and able to work with little or no supervision.

**CAREER STATEMENT**

My strengths lie in my ability to work with a strong team spirit and to build a career in a forward looking and innovative organisation that offers adequate reward for hard work, commitment, and sufficient opportunities for professional growth.

**EDUCATIONAL QUALIFICATION**

**CompTIA A+ (in view) 2019**

**Level 1 Employability Certificate 2019**

**ASDAN**

**Level 2 Customer Service 2018**

**City & Guilds of London Institute**

**B.Sc (Hons) Computer Science 2005**

**CAREER PROGRESSION**

**ALIVE CHAPEL CHURCH/CITIZEN ADVICE BUREAU WIGAN March 2015 – Till Date.**

**Administrative Assistant/Customer Service**

* Dealing with members enquiries by telephone, email, letter or face to face.
* Ensuring that members’ complaints are brought to a satisfactory.
* Collecting and analysing data to monitor the level of the growth of the church.
* Completing all assigned administrative tasks and updating records.
* Maintain standard filing system for easy and quick document access and retrieval.
* Installation of new system and Printer into the Church office.
* Entry of data into the system through MS Word & Excel.

**THE PROVIDER MONEY TRANSFER April 2011- August 2011**

**Customer Service**

* Answering customer calls and responding to their request.
* Registration of new customers online.
* Process Customer transaction daily and follow up till the transaction is completed.
* Maintain accurate and complete documentations for company policies and procedures.
* Sending confirmation of payment to Customers
* Updating customer daily on the exchange rate from time to time.
* Updating Customer database daily.

**TRANTER INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES Sep 2008 – Jan 2011**

**Helpdesk Administrator/First Line Support**

* Answering calls in a timely manner, logging calls, and escalating appropriate calls to the engineer or team.
* Attending to incoming mails and redirecting issues to the team when necessary.
* Maintain accurate and complete documentations for company policies and procedures.
* Initiate process improvements to better answer customer demand.
* Provide IT Support TO Customers and office staffs.
* Installation and Configuration of Network Printer
* Perform routine PC maintenance and updates for performing efficiency.
* Installation and Configuration of system software and Application Software.
* User Account Creation and Network Profile Management.
* Support on Microsoft Outlook Mailbox.
* Troubleshooting/ Maintenance of Computers, Printers and ICT accessories.
* Granting users access to domain and Profiling of users on the network.
* Windows Support Administrator

**ESTREAM NETWORKS Jan 2008 – Aug 2008**

**Customer Support Engineer**

* Maintaining the network monitoring system of the company.
* Handling all telephone calls in line with service standards.
* Responding to clients’ emails.
* Monitoring all customers link end to end.
* Listening attentively to customer’s needs and accurately retain Information.
* Escalation of customers VSAT link problems to the Engineers.
* Proactively find solutions in order to deliver excellent customer service over the phone.
* Generating weekly/monthly Availability Reports of all customers to management as well as the customers, using Whatz Up Gold Software.
* Follow up on Internal/external installers and engineers on field for troubleshooting and giving feed Back to the customers and the operation/network Administrator.

**Professional Skills**

* Developing customer service procedures, policies & standards.
* Experience of Microsoft Office applications
* Experience on networking, basic troubleshooting and repairs of computers.
* Producing written information for customers and reports for managers.
* Making recommendations to senior managers to improving customer service.
* Able to train, monitor and supervise junior or new staff.

**Personal Skills**

* A good team player with excellent organisational and planning skills.
* A good level of written and verbal communication skills.
* Able to quickly gain extensive knowledge of a company products & services.
* Adaptive to change and ability to multi-task.
* Committed to promoting high quality standards at all times.
* Flexible and adaptable.
* Ability to stay calm under pressure and manage time effectively.
* Able to react quickly and effectively when dealing with challenging situations.

**Extracurricular Activities**

* Co-ordinating and Organising Activities for Children - Alive Chapel Church,83/87 Menses Street

**REFEREE AVAILABLE ON REQUEST**