

Adebowale Oluwaremilekun

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/Adebowale-Oluwaremilekun/ae78f2136cefe3f7>

To exhibit the highest level of professional competence with a view to ensuring overall growth and development of the organization at the same time gaining knowledge of new skills and expertise.

Work Experience

Administrative Assistant (freelance)

CREAVENS CONSTRUCTION

January 2017 to February 2022

Managed incoming calls and customer service inquiries

Identified and assessed customers' need to achieve satisfaction

Built sustainable relationships and trust with customer accounts through open and interactive communication

Provided accurate, valid, and complete information by using CRM tools

Handled customer complaints, and provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.

Kept records of customer interactions, processed customer accounts, and filed documents

Followed communication procedures, guidelines and policies

Took the extra mile to engage customers

Administrative Secretary

MERCYCHILS ACADEMY

January 2013 to December 2014

Virtual Assistant

Brandite Constructions

Scheduled appointments

Managed inbound and outbound calls

Made travel arrangements

Managed email accounts

Managed contact list

Prepared customer spreadsheets and kept online records

Organized managers' calendars

Performed market research

Created presentations as assigned

Addressed employee's administrative queries

Provided service as first point of contact

Provided information about procurements

Managed the procurement and account records

Called potential customer to sell company products

Tracked customer contact list

Took customer information and payment information

Answered incoming calls on enquiries about products

Used script to provide information about products features, prices etc. and their benefits
Followed up on existing customers
Maintained records of customer contact
Kept track of customers that have been contacted and those who do not want to be contacted in the future
Asked pertinent questions to understand the customer's requirements
Persuaded customer to buy by demonstrating how products meet their needs
Dealt with complaints or doubts to safeguard the company's reputation

Administrative Assistant

Teeman studios

Managed all customers and workers' information,
Maintained customer database using ERP software
Managed inbound and outbound calls
Scheduled meetings and took detailed minutes
Exhibited polite and professional communication via phone, email
Made travel plans, prepared reports and maintained appropriate filing system

Education

BSc in Botany

Obafemi Awolowo university
2012

Skills

- Attention to detail and problem solving skills
- Strong organizational skills with the ability to multi-task
- Proficiency in MS Office (MS Excel, MS PowerPoint, MS Word)
- Ability to conduct sales and marketing calls and knowledge of sales techniques
- Computer skills-proficient in CRM tools
- Persistent and result oriented
- Good team player
- Skilled in negotiation and dealing with complaints
- Patient and able to handle customer rejection
- Excellent time management skills
- Excellent phone, email and instant messaging communication skills
- Knowledge of online calendars and scheduling (e.g. Google calendar)
- Advanced Excel proficiency
- Tableau proficiency
- SQL Proficiency
- Python proficiency