



Ademolu Adekunle Adetokunbo (Toks)

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PROFILE SUMMARY

Highly-effective Business Analyst effective at delivering quality system requirement documentation ahead of tight deadlines, Business process mapping and end-user testing expertise with more than ten years of extensive experience in executing strategic plans that enhances organizational efficiency and productivity. Seasoned Administrative professional familiar with clerical areas, accounting procedures and records management requirements. Positive, upbeat and dependable team player with analytical, resourceful and adaptable approach to solving routine and complex problems with proven integrity and trustworthiness on delivery of services in Business trend analysis, Compliance, and customers satisfaction with keen interest for high standard implementation of operational efficiency while striving for continuous improvement with a positive attitude and responding dynamically to change. Adept at preparing compliance policies, business accrual, forecasts, operational policies as well as processes that support the development of value propositions, validation, and collaborating on proposed initiatives to enhance business revenue and operations.

CORE COMPETENCIES/SKILLS

Operations Management Report analysis Problem Resolution Results-oriented Policy Design Complex Decision-Making Research Specialist Data Organisation Dedicated Team-Player Strategic Planning Innovative Microsoft Office

PROFESSIONAL EXPERIENCE

PINK BLUE - Health & Psychological TrustCentreNigeria November 2020 - Present Volunteer

- Quarterly outreach services on Prostate Cancer awareness in men across Nigeria.
- Managed Webinar outreach with Oldstudentassociation on Prostate Cancer awareness in mid-aged men • Provided relevant resources and referrals to middle-aged men undergoing cancer care yielding to increase in cancer awareness among rural dwellers.
- Advocate psychological support for people battling prostate cancer

Lagos Internal RevenueService(LIRS) May 2020 - October 2021 Business Analyst on Tax Compliance- TeamLead

- Analyze gaps between complying business entity and defaulting business entity using BPM to check business model.
- Documented process flows and developed requirements for functional tax assessment tools to improve and enhance effective tax collection.
- Analyzed businesses sectors of varying sizes to determine financial impact of timely compliance in payment of tax obligations.
- Met end-user goals by supporting strategic planning initiatives for applications such as Electronic Tax System

yielding 39% increase in end users' convenience.

- Managed project and support duties as required by Director of Audit. .

Lagos Internal Revenue Service (LIRS) February 2017 – April 2020 Tax Compliance Officer- Deputy Head

- Reviewed and resolved tax rates, conducting research and liaising with tax agencies to verify accuracy. • Conducting investigations on financial irregularities on defaulting tax individuals and companies. • Recognize indicators of fraudulent activity and develop appropriate referral mechanisms. • Monitor new updates and policy announcements and ensure due diligence on reporting standards across departments.
- Maintain comprehensive knowledge and proficiency in performing complex tax computations and calculations using variety of computational software
- Effectively used compliance tools, such as identifications codes and Audit trail tools to monitor and detect compliance level.
- Used protected Microsoft sheet to gather and identify compliance errors thereby reducing tabulated errors output from 32% to 8% within 3 months
- Be responsible for compliance reporting to Directors of Internal Audit and other Stakeholders
- Investigated internal processes within units and departments to ensure tax law compliance.

Lagos Internal Revenue Service (LIRS) March 2011 – January 2017 Customer Advisor/Enlightenment officer

- Weekly report of taxpayer's satisfaction survey index on efficiency of service delivery. • Expertly handled up to 248 queries weekly by phone, email and on social media providing consistent customer service across different channels.
- Informed customers on billing procedures, processing one-off tax payments and setting up monthly direct payment.
- Assisting team of tax intelligence agents in developing new methods of assessing tax for Individuals with aim of increasing revenue generation.
- Cultivated customer loyalty through exceptional service, promoting repeat custom and improved satisfaction results.
- Provide well-informed advice and guidelines to prospective taxpayers on appropriate ways of filing annual tax returns

Bank of Industry (BOI), Nigeria December 2009 – December 2010 Marketing Officer

- Responsible for development and implementation of marketing strategies for BOI projects. • Directed development and implementation of business and product marketing campaigns. • Attend meetings with stakeholders on ad hoc basis regarding communications, outreach, PR, and project branding.
- Support engagement and supervision of external consultants for all communications and marketing activities on BOI projects.
- Develop collaborative working relationships and effective network of both internal and external stakeholders to support and facilitate effective marketing.
- Designed innovative branding and product strategies by use of outdoor media jingles resulting in 28% increase in sales within 1 month.

GUARANTY TRUST BANK PLC (GTB) February 2009 - November 2009 Bank Teller

- Consistently increasing service quality targets by maintaining in-depth knowledge of bank products, services and best practices.
- Explain advise on and promote bank products and services to customers
- Ensure compliance with all internal controls and established policies and procedures.
- Oversaw all transactional services, including bank deposits, monetary withdrawals, managing financial transfers within set limits daily.
- Managed over 29 customers daily with account inquiries and updates.
- Completed special procedures for customers such as ordering new cheques, stopping payments or investigating identity theft.

EDUCATION

National Open University, Nigeria 2021 PGD Business Administration

Olabisi Onabanjo University 2008 BSC Biochemistry

Ijebuode Grammar School 2002 West African Senior School Certificate Examination

CERTIFICATION

Executive Advanced Diploma in International Taxation (CITN) 2021 IBFC Alliance - Team-Building Training Program

Certified 2017 MNIM Professional Manager I Certified (NIM) 2016 AMNIM Professional Manager II Certified (NIM)

2013 Proficiency Certificate in Management III (NIM) 2011 NIIT Nigeria - Oracle 10g Database Administrator

Professional 2010 Executive Project Management Certified 2010 ACHIEVEMENTS

Moderator – Cancer Awareness in African Man Campaign Outreach August 2021 - **PINK BLUE**- Health & Psychological Trust Centre Nigeria

President | JOGSOBA 02 Club Alumni Group 2020-Till Date

Asiwaju Egbe (Principal Partner) | Egbe Obaneye (Age Grade Group) Ijebu, Ogun State, Nigeria – 2020- till Date **Best Staff 2015** - Oshodi Tax Office -Lagos Internal Revenue Service

Liaison officer | NYSC - Federal Road Safety Corps 2010