

Boluwatife Aderinwale

(321)-978-2029 | tifiederin@gmail.com | www.linkedin.com/in/boluade

EDUCATION

University of Central Florida - Orlando, FL
B.S in Business Administration, Management
Minor: Marketing

Spring 2024
GPA: 3.65

SKILLS

Proficient in Yoruba language, Problem-solving, Operation Management, ACE - Adobe Certified Expert, Proficient in Microsoft office, Internet savvy, Project management, Analytic skills, Decision making skills, Fast learner, Data Entry skills, Organizational skills

PROFESSIONAL EXPERIENCE

- Customer Service Representative, Greenway Automotive - Orlando, FL** February 2022 - Present
- Maintain customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
 - Collaborate with other team members to handle and resolve customer complaints.
 - Perform detailed activity log to record customer orders, process requests, and eliminate product backlogs.
- Fulfillment Expert (seasonal), Target - Orlando, FL** October 2021 - February 2022
- Prepared orders by processing requests, pulling materials from the stockroom, packing boxes, and preparing shipments.
 - Operated pallet jacks and material moving equipment to receive and transport items from various locations through the store.
 - Maintained inventory count, tracked usage, and documented variances.
 - Perform a variety of fulfillment duties such as pulling customer orders, checking orders, packing/assembling orders, and labeling packages.
- Roadside Assistance Agent(seasonal), Agero-Clarksville, TN** June 2021-October 2021
- Provided roadside assistance to stranded motorists
 - Educated customers about billing, payment processing and support policies and procedures
 - Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Customer Service Associate, Lowe's Home Improvement-Auburndale, FL** June 2020-June 2021
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
 - Act as the first point of contact for customers seeking help with products or technical issues
 - Provided assistance with order management for customers
- Crew Leader, Tropical Smoothie Cafe- Bartow, FL** June 2018-June 2020
- Trained employees in time management and proper ways to complete job duties.
 - Ensures that work areas are clean and that equipment, tools, and supplies are properly in stock and stored
 - Disputing customer complaints

STUDENT LEADERSHIP

- Co-event coordinator, African Student Organization at UCF- Orlando, FL** August 2021-May 2022
- Overseeing tasks related to event planning processes for the organization
 - Efficiently planning and executing event details for the organization
 - Overseeing club events as scheduled
- Treasurer, National Association of Black Accountants at UCF - Orlando, FL** May 2022 -August 2022
- Preparing and facilitating organization budgets and financial statements
 - Safely secure funds belonging to the organization
- Treasurer, African Student Association at UCF - Orlando, FL** May 2022- Present
- Maintaining a schedule calendar for events organized to provide funds
 - Supervising the general financial standing of the organization

HONORS/AWARDS

Dean's List (x5), UCF black and gold scholarship recipient, Polk County Education Foundation Midflorida, University of Central Florida scholars award recipient (2022-2023), Polk State College Honor Program member, **Magna Cum Laude Graduate (2019/2020)**, Polk State Foundation Scholarship First Citizens Bank scholarship (2020/2021), Jahna Foundation Scholarship recipient (2020-2021)

VOLUNTEERING EXPERIENCE

Relay for life of Polk County, American Cancer Society - Bartow, FL

April 2017-April 2019

- Tabled and volunteered at events on behalf of the American Cancer society
- Planning, managing and promoting charity events

Charles Luster African American Heritage Museum-Bartow, FL

June 2018-July 2018

- Organizing and sorting out museum materials for guests
- Acquire, store and exhibit museum resources
- Organizing and facilitating museum tours for visitors