

Modupeola Abike Nwaobi

1. National Open University BSc. in Computer Science
2. Grace Polytechnic (OND) in Computer Science
3. 8 years experience with four major independent Firms
4. Superb Team Member, Team Leader and interpersonal skills.

Professional Summary

I am a team player with a strong personality willing to work in a professionally run environment where I can add value to the organization and enhance productivity whilst remaining on the learning curve. Highly knowledgeable Administrative Officer enthusiastic about achieving and supporting overall business operational objectives. Well-developed expertise in multi-tasking and compliance, proactive problem-solver and meticulous coordinator.

Work History

2015-07 -
Current

Customer Service Representative

First Bank of Nigeria Ltd, Ikeja, Lagos

- Worked with customer service to resolve customer problems, improve operations and provide exceptional customer service.
- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail and ensuring prompt response.
- Opening of all types of account for both internal and external customers.
- Handling of account update for customers.
- ATM card issuance to existing and new customers.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Delivering exceptional customer service to all customers and ensuring they leave the banking hall happy and delighted.
- Handling of several platforms for efficient service delivery.

Personal Info

Address

11, Oluyemi Street, Lasulsheri road, Igando Lagos.

Phone

08085829105

E-mail

modupeolaayantola@gmail.com

Marital Status

Married

Nationality

Nigerian

Date of Birth

25th October 1989

State of Origin

Ogun State

Local Govt Area

Abeokuta North

Religion

Christianity

Gender

Female

Languages

English and Yoruba

2014-11 -
2015-07

Secretary

Ola olukoyede& Co. , Ikeja, Lagos

- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Answered and directed calls using multi-line switchboard.
- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Assisted in writing reports and developing Powerpoint presentations.

2012-06 -
2014-03

Cyber attendance / computer analyst

LLC Reuben and Associates , Palm Avenue, Mushin, Lagos

- Enhanced and reconstructed computer systems resulting in eighty % increased efficiency for business end-users.
- Ensuring computer systems are up and running for daily business routine.
- Sales of tickets to customers for internet use.
- Generation of new tickets to be sold to customers in order to gain access to the internet.
- Periodic check up on the computer systems for maintenance.

2010-08 -
2012-02

Personnel Clerk

Classicus Rentals, Surulere, Lagos

- Authored correspondence and prepared reports using software such as Microsoft ord and Microsoft Excel.
- Resolved issues with time, leave and attendance.
- Prepared and submitted internal, letter and employee forms.
- Provided information and answered questions via in-person, telephone and electronic means.
- Operated records databases, maintained files and investigated and corrected discrepancies.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.

Skills

Excellent interpersonal, analytical and leadership skills.

Ability to champion change.

Ability to maintain confidentially and yet remain friendly.

Ability to work with little or less supervision.

Service-focused customer service professional, bringing unparalleled skills in customer relations, task prioritization and time management.

Motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections with efficiency.

Proficient in Software [HTML, CSS and JavaScript].

Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence.

- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Controlled workmen's compensation claims by eliminating unnecessary filings and streamlining processes.
- Resolved employment-related disputes through proactive communication.

Education

1996-09 - 2001-08	First School Leaving Certificate : Primary <i>Majolate Primary School - Onipanu, Lagos</i>
2001-09 - 2007-05	Ordinary Level: Secondary <i>Ilupeju Secondary School - Ilupeju, Lagos</i>
2010-05 - 2013-08	National Diploma : Computer Science <i>Grace Polytechnic - Omu, Ogun</i>
2015-03 - 2018-11	Bachelor's degree : Computer Science <i>National Open University of Nigeria –Abuja</i>
July 2014	Professional Certification: Telemarketing Diploma, Opebi – Lagos. Certified Customer Service/Telesales Professional

Referees

Available on Request