

KAREEM OLUWASEUN RASHID

MOBILE: 08117843271

HOME: Ikeja GRA, Lagos state.

LANGUAGE: English and Yoruba

EMAIL: Rashid.oluwaseun@yahoo.com

PERSONAL OVERVIEW:

An ameliorating individual with a prolific drive to see work through to completion; whether individually, or as a member or head of a team. Adeptly co-ordinates work courteously and satisfactorily. I am therefore willing to learn, and as well offer my luxury of professionalism and skills to the furtherance of your organization.

EDUCATION:

Tai Solarin University of Education, Ogun state.

B.Sc. (Ed) Mathematics

2012 – 2016

2nd Class Upper degree

WORK EXPERIENCE:

ZURI

March 2021 – Present

Frontend developer (Intern)

- *Learning the best industry practices of writing codes to develop responsive and accessible web applications.*

OPAY

July 2019 – Present

Key Account officer (B2B)

- *Develop smooth rapport with major clients.*
- *Ascertain that the correct packages were delivered to the right recipient, and in timely manner.*
- *Serve as the channel of liaison/communication between key clients and internal management team.*

Riders' Management assistant manager (OExpress)

- *Helped in the allocation of delivery riders to diverse locations.*
- *Proffered solutions to varying problems faced by assigned dispatch riders.*
- *Assisted in the training, onboarding, and overall recruitment of qualified dispatch riders.*

- *Worked in tandem with the customer service department in the reception and resolution of customers' difficulties and complaints.*
- *Received and processed inquiries, suggestions, and complaints from riders, drivers, and passengers.*

Riders' and Drivers' Management Team Lead (OTrike and OCar)

- *Spearheaded a 50-man team managing the accounts and problems of over 10,000 keke riders and over 5,000 car drivers in Kano state.*
- *Initiated suggestions on incentives to stimulate riders and drivers to keep working enjoyably, whilst earning the company's services increased patronages.*
- *Served as dispenser of information from the company's management to the riders and drivers, and vice-versa.*
- *Made decisive decisions on riders, drivers, and customers' behaviors over transactions.*
- *Received and processed inquiries, suggestions, and complaints from riders, drivers, and passengers.*

Yoruba translator & Operation supervisor (ORide)

- *Translated portions of the contents used in the OPay app from English to Yoruba language.*
- *Coordinated, controlled, and monitored the overall activities of members of the ORide Street Abule Egba hub.*

BRAINSPACE VENTURES (*Content Management Officer*)

Jan. – June 2019

- *Creation and timely overall vetting of questions and answers used in the Raba gaming app.*

ROYAL EDIFICE TRAVELS (*In affiliation with UPS courier company*)

(Cashier/Customer Service Officer)

2018 – Jan. 2019

- *Prepared and issued bills and receipts for every transaction.*
- *Courteously and empathically handled customer inquiries; also ensuring that all forms of complaints were either completely resolved or trivialized to the barest minimum.*
- *Educated customers on company's services and policies; and informed them of available discounts to be enjoyed.*
- *Balanced transaction accounts daily before closing from work.*

PROFESSIONAL TRAINING:

Prime International Risk and Safety Management (*HSSE 1,2,3*)

2017

TECHNICAL SKILLS:

- ✓ Computer literacy
- ✓ Confidence
- ✓ Content writing/vetting
- ✓ Flawless data entry
- ✓ Excellent communication and presentation.
- ✓ Creativity and tenacity in problem resolution.
- ✓ HTML5, CSS3, Bootstrap, and JavaScript.
- ✓ Empathy, leadership and people management.
- ✓ Co-operative team player.
- ✓ Proficiency in Microsoft word, excel, google sheet, and power point.
- ✓ Laudable teaching prowess.
- ✓ Flexibility and swift adaptability.

INTERESTS: Programming, video games, football.

REFERENCES

Mr. Lukeman A.R.
Director of Education, L.G.E.A,
Ikorodu, Lagos.
Rashidadegold@gmail.com
08028496247

Mr. Kazeem Odunayo R.
C.E.O, Lar & Associates.
Larsuxex4eva@yahoo.com
08025491832