

# TAWHEED OLAYEMI

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## CAREER OBJECTIVE

As a young business manager with excellent Business Intelligence (BI) and Enterprise Resource Planning (ERP) skills, I have what it takes to boost company wide productivity and improve the bottom line by driving internal processes efficiently and effectively.

## BIODATA

*Date of Birth:* 15<sup>th</sup> January 1993

*State of Origin:* Kwara

*Marital Status:* Married

*Sex:* Male

## EDUCATION/QUALIFICATIONS

Ahmadu Bello University, Zaria	Kaduna State
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<i>B.Sc Accounting</i>	<i>2009 - 2012</i>
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Jinie Schools	Kaduna State
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<i>Senior School Certificate</i>	<i>2002 - 2008</i>
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Kaduna Polytechnic Staff School	Kaduna State
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<i>Primary School Certificate</i>	<i>1997 - 2002</i>
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## CERTIFICATIONS

World Wide Web Consortium (W3C)	U.S.A
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<i>Front End Web Developer (FEWD)</i>	<i>March 2021</i>
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Intuit QuickBooks	United Kingdom
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<i>Advanced Certified ProAdvisor</i>	<i>May 2020</i>
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Microsoft Corporation	U.S.A
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<i>MCSA – Dynamics 365 CRM</i>	<i>July 2019</i>
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Institute of Chartered Accountants of Nigeria (ICAN)	Lagos State
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<i>Associate Member - ACA</i>	<i>November 2017</i>
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Ison BPO International Limited

Oyo State

*Customer Service Training*

*May 2015*

## **WORK EXPERIENCE**

IPI SOLUTIONS NIGERIA LIMITED

Lagos State

*Chief Executive Officer*

*October 2020 – Date*

- Working toward the Group's mandate of creating awareness for and driving the adoptions of our developed products - Crater 365 & Tucana.NG.
- To lead, in conjunction with the top executives, the development of the company's strategy.
- To ensure the company is appropriately organized and staffed to achieve its corporate objectives.
- To keep the expenditures of the company within the authorized annual budget.
- To assess the principal risks of the company and to ensure that these risks are being monitored and managed.
- To maintain effective internal controls, information and quality management systems.

*Chief Operating Officer*

*October 2018 – September 2020*

*Finance and Business Analyst*

*October 2017 – September 2018*

POLARIS BANK LIMITED

Lagos State

*Customer Engagement Consultant*

*June 2016 - September 2017*

- Consulted for the bank through various channels of its Contact Centre meeting the needs of its customers at every touch point.
- Follow up on non-first time resolutions as regards customers' complaints and service failure with the Complaints Management Team.
- Engaged the Outbound Team for telemarketing, debt monitoring, branch, and customer feedback surveys.

ISON BPO INTERNATIONAL LIMITED

Oyo State

*Customer Service Executive*

*April 2015 – May 2016*

- Stationed as an inbound call center agent resolving various issues and improving customer experience for Airtel Nigeria.
- Collaborated with the management and back office to provide additional support for non-first time resolutions.
- Tagged incoming calls with all the necessary information to assist the network's subscriber database management.
- Upselling and fulfilment of products and services of the network.

**VULCAN GASES LIMITED****Kaduna State***Accounts Officer**March 2014 – March 2015*

- Responsible for recording all daily transactions of expenses in the petty cash book and preparing all ledger accounts for trial balance and financial statements.
- Responsible for the procurement of raw materials as well as supervising the activities of the logistics and production departments.
- Assisted the Finance Manager in the preparation of budgets, cash flow statement and end of the month reports on the financial performance and position of the company.

**GOVERNMENT TECHNICAL COLLEGE, Wudil****Kano State***Corps Member**March 2013 - Feb 2014*

- Taught Junior Secondary School Students Mathematics.
- Researched and prepared lesson notes based on the curriculum of the Federal Ministry of Education.

**KADUNA POLYTECHNIC****Kaduna State***Part Time Lecturer**Sept 2012 – Feb 2013*

- Lectured Mathematics to students of the School of Preliminary and Remedial Studies (SPRS).
- Invigilated on several examinations of students in various departments of the polytechnic.

**SKILLS**

*Computer skills:* Expert user of Intuit QuickBooks Online and Desktop.  
Excellent working knowledge of Microsoft Office and Dynamics 365.  
Proficient user of Statistical Package for Social Sciences (SPSS).

*Professional skills:* Business Management, Financial Analysis and Quality Management.

*Language skills:* Fluent in English, Yoruba, and Hausa languages.

**ACHIEVEMENTS**

- Installed an effective internal control system which led to improved cost savings and fraud prevention.
- Generated over \$350,000 in revenue for IPI Solutions Nigeria Limited in the last 3 years.
- Developed technical skills related to the deployment of Microsoft Office and Dynamics 365.
- Implemented ISO 9001:2015 Quality Management System for the company as the QMS Coordinator.

**HOBBIES/INTERESTS**

Sports, Literature, Music, Movies.