

# **SAMUEL OLUFEMI ADEHOUN**

omniphysics23@gmail.com

## **PROFILE**

Young professional with an interest in finance, commerce, and cryptocurrency. A reliable team player with strong negotiation capabilities and proven experience in creating value on a large scale.

## **EDUCATION**

**UNIVERSITY OF LAGOS** (January 2018)

*Bachelor of Science in Chemical Engineering*

## **WORK EXPERIENCE**

**Jumia Customer Experience Center (February 2018)**

*Customer Experience Intern*

- Established long-term relationships with customers by maintaining open communication lines and conscientiously responding to concerns expressed via phone and email
- Actively engaged 100 customers daily in phone conversation/emails by tending to their inquiries including after sales support for clients.
- Achieved Customer satisfaction monthly score of 98% (200 responses) from January till April and consistently met a daily target of Average Handling Time of 3 minutes.

**New Home Product Industries Limited (July 2016)**

*Quality Assurance/Quality Control Analyst*

- Supervised production processes and records for safeguard soap plant.
- Performed analytical/laboratory tests on safeguard soap to determine viability.

## **LEADERSHIP EXPERIENCE**

The Nigerian Society of Chemical Engineers, Unilag Chapter, General Secretary

- Organized industrial visits for 30 students to the Federal Institute of Industrial Research Oshodi FIIRO and Vitafoam Nigeria PLC
- Organized the maiden edition of Francis Udefiagbon Chemical Engineering Annual Quiz Competition.

## **SKILLS/INTERESTS**

*Awards:* Agbami Medical and Engineering Professional Scholarship award (2014-2017)

*Computer skills:* MS Word, Excel and Powerpoint, HTML , Python, Matlab and DWSIM

*Certification:* Deeprimex Consulting (HSE LEVEL 1 & 2)

*Interests:* Data Science, Pop culture enthusiast, Tech enthusiast, Passionate about sports and budding music critic.