
Adepeju Oyinade Adebola

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CAREER OBJECTIVE

Goal oriented and time conscious team player capable of adapting to a changing environment. Reliable with effective communications skills and an added ability to use positive language. Skilled at seamlessly aligning with operating policies of employers while learning and implementing new skills to maintain quality standards and deliver substantial results in an effective manner.

KEY ATTRIBUTES

- Exemplary leadership and supervisory skills
- Excellent communication skills
- Quick and adaptive learner
- Great work ethics
- Exposure to Microsoft Office Packages
- Proficient in sales management
- Persuasive speaking and effective listening skills

SKILLS

- HTML, CSS and JavaScript fundamentals (I am a beginner who is self-learning with free online resources)
- Writing skill
- Research
- Digital Marketing

EXPERIENCE

Bicourtney Aviation Services, Ikeja, Lagos - *Customer Service Officer*

National Youth Service Place of Internship

AUGUST 2019 - OCTOBER 2020

- Dealing with passenger enquiry about flight departures and arrival
- Providing stellar services to clients and calming nervous passengers.

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- Sorting correspondence, replying, and forwarding emails
 - Preparing and providing status reports to management
 - Performing market research and reporting findings to experienced staff members
 - Managing database and documenting important company files.

Wema Bank PLC, Ajao Estate, Lagos - *Customer Service Personnel*

DECEMBER 2015 – FEBRUARY 2016

- Employed great interpersonal skills to interact and relate with customers.
- Consulted customers about complaints and queries by answering calls and emails regarding any issue.
- Utilized problem solving skills to properly review customers' complaints.
- Resolved all customers' issues in a fair, timely and efficient manner.
- Met the expectation of customers and created an excellent first impression.

EDUCATION

Federal University of Agriculture, Abeokuta, Ogun state -

Bachelor of Agriculture (Second Class Upper Division) G.P.A- **4.24**

JANUARY 2013 - MAY 2019

CERTIFICATES

Certificate of National Service - *National Youth Service Corps*

JULY 2019- AUGUST 2020

Certificate of Completion - *Fundamental of Digital Marketing by Google Digital Skills for Africa.*