# ADETOYINBO, Oyinkansola Omolola

# B.Sc, Business Administration, MBA Operations Management and Entrepreneurship, Data Analytics.

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# PROFESSIONAL SUMMARY

Extremely motivated, goal-oriented, creative, passionate professional and purpose driven management graduate whose career objectives is increasing knowledge base through continued education (lifelong learning) and working at internationally rated organizations. Miss Oyinkansola wishes to work in an organization with immense prospects for growth where my skills and capabilities can be brought to the fore and put to good use. More importantly, to be part of a dynamic team that works and makes things happen and to strive for excellence and precision at all times.

# COMPETENCIES/SKILLS

**Management:**

* Excellent Communication skills
* Adaptive and multi-cultural team work
* Strong organizational skills
* Project management
* Problem solving and analytical skills
* Understanding of cross-cultural / global issues.
* Quantitative reasoning and business analysis
* Adept use of Microsoft word, Access and PowerPoint
* Adept use of Microsoft Excel, PowerBi and SQL
* Great marketing and sales skills

# EMPLOYMENT HISTORY

**Abg Synergix November 2019- till date**

Assistant manager

# Duties

* Coordinate daily customer service operations (e.g. service delivery, orders and payments)
* Track the progress of weekly, monthly, quarterly and annual objectives
* Evaluate employee performance and identify hiring and training needs.
* Supervise and motivate staff to perform their best
* Communicate with clients and evaluate their needs
* Handle complaints from customers
* Make sure all employees adhere to company’s policies and guidelines

# Concept Incentive Investment Limited October 2017 - October 2019

Customer care representative

# Duties

* + Acknowledging and resolving customer complaints
  + Responding promptly to customer inquires
  + Keeping records of customer interactions and transactions and comments as well as actions taken
  + Update customer records in the system, including notes about communications
  + Answer customer enquiries via phone, email and in person.

# OurSchoolgist Nigeria April 2016 –August 2017

Administrative officer

* + Writing letters and emails on behalf of office staff
  + Taking accurate minutes of meetings
  + Coordinating office procedures
  + Relying to emails, telephone or face to face enquires
  + Oversee and supervise the work of junior staff
  + Processing expenses sheets and invoices
  + Resolve administrative problems.

# Enugu Mmaku Community School, Awgu, Enugu State 2015 –2016

Subject Teacher/Youth Corp Member

# Duties

As a subject teacher, I am responsible for impacting knowledge, maintaining high discipline among students, and doubled up as student’s advisor.

# ABG Synergix January 2014– April 2014

Team Supervisor (intern)

# Duties

* Create an inspiring team environment with an open communication culture
* Set clear team goals and oversee day-to-day operation
* Motivate team members; delegate tasks and set deadlines
* Monitor team performance and report on metrics
* Discover training needs and provide coaching
* Listen to team members’ feedback and resolve any issues or conflicts
* Suggest and organize team building activities

# PPD, Physical Planning Department, Covenant University April 2013–January 2013

Coordinator

# Duties

* Coordinated the mapping and selection of survey sites

# EDUCATION

**University of Ibadan School of Business (UISB), Nigeria** 2018 -2021

Master of Business Administration (Entrepreneurship and Operations Management)

**Covenant University, Nigeria** 2011- 2015

Bachelor of Science, Business Administration, Second Class Division

# Eggua Comprehensive High School, Nigeria 2011

Senior School Certificate

**Abeokuta Girls’ Grammar School, Nigeria** 2004 - 2010

Senior School Certificate

# PROFESSIONAL QUALIFICATION

**Data Analytics (Microsoft Excel, PowerBi, Visualization and SQL)** 2023

Africa Trainovation Consulting

**Leadership Development 1 & 2 (Certification)**

Organization, Nigeria 2015

# Supply Chain Management

Organization, Country 2014

# EC – Council Customer Relationship Management

Organization, Country 2013

# PERSONAL DATA

Date of Birth: 10th April, 1995

Sex: Female

Place of Birth: Abeokuta North

Marital Status: Single

Religion: Christianity

State of Origin: Ogun State

# REFEREES

Available on Requests