

Mofe Jimi-Shotunde
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WORK EXPERIENCE

Dominion Wave

Administrative Officer (Volunteer)

(January 2024-Till date)

Responsibilities:

- I manage the day-to-day operations of the company, by scheduling meetings, organizing files, and handling correspondence.
- I supervise administrative functions encompassing budgeting, contracting, and project planning and management analysis.

Access Bank

Customer Service Officer

(October 2019-December

2023) Responsibilities:

- Answered both incoming and outgoing calls.
- Communicated with customers over the phone to resolve their concerns.
- Remained calm and helpful when dealing with upset customers.
- Provided information to customers when asked.
- Spoke to potential customers and sold the company's products.
- Ensured customer satisfaction and loyalty was always achieved.

Mustard Foods

Sales Associate and Cashier

(May 2017-September 2019)

- I helped with returns, refunds, and dealing with customer complaints and issues in a timely and professional manner.
- I assisted customers to find products based on their preference and what they look for.
- I ensured customer Loyalty and satisfactions always.
- I established the price of goods and issued receipts to customers as they made purchases.