

**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.