

OLATOUN ADESINA-OMOLOYE

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HIGHLIGHTS OF QUALIFICATION

- Over 8 years' experience in Sales and Administrative Assistant role in private business
 - Excellent customer service and complaint resolution
 - Ability to work in fast pace environment with new innovations
 - Ability to administer first aid and CPR to sufferer
 - Ability to handle fire extinguishers and respond to emergency situations
 - Excellent numerical, listening, reading and qualitative reasoning skills
 - Highly organized with excellent communication and presentation skills
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WORK EXPERIENCE

Customer Service Skills

- Welcomed customer in a friendly manner and make them comfortable in person and phone
- Handled customer complaints professionally resulting in both management and customer satisfaction.
- Updated customers with new product catalogues and new deals.
- Used active listening and problem solving skills to meet customers' needs.
- Answered all calls and close all request for new products within 24 hours of placing an order

Organization skills

- Maintained inventory of all stocks and update for restocking.
- Keep all records of sales and log in all cash payment at the close of business
- Handle purchase of office consumables and stationeries
- Met deadlines with proper planning and scheduling of task
- Filing tax and remittance of statutory payment.

Interpersonal /Communication Skills

- Work well with people of multi-cultural diversity
- Maintained records of memos and external communications from stakeholders
- Consulted with clients to understand their needs
- Maintained good relationship with suppliers and service providers

EMPLOYMENT HISTORY

Administrative Assistant	2015-2024
Horlatee Events & Styles, Lagos, Nigeria	
Sales Officer	2009-2015
Villa of Comfort, Lagos, Nigeria	
Food Service Supervisor	2000-2008
Rich hand cooks	

EDUCATION/CERTIFICATIONS

Being a Mindful Employee; An Orientation to Psychological Health and Safety in the workplace (CCOSH).	2024
Alberta Food Safety Basics.	2024
Alberta Food Safety Basics for Special Events	2024
Alberta Health and Safety Basics for Child Care	2024
Access and Privacy Fundamentals for Alberta Public Bodies	2024
Diploma in Quality, Health, Safety. Environment & Sustainability QHSES Academy, Lagos, Nigeria.	2022
Sales Assistant Program	
Covenant Capital Initiatives	2008
Grade 12 Diploma	
Citadel International College, Nigeria.	2000

VOLUNTEERING

- **Edmonton Food Bank-** Food sorting, cleaning and arrangement of food hampers. 2024