

**OYEWOLE TAIWO OLAMILEKAN**

23,Makinde Street, Mafoluku Oshodi Lagos.

[taiwooyewole453@gmail.com](mailto:lanreajayi54@yahoo.com)

 8145493447

**PROFESSIONAL**

**SUMMARY**

To contribute my quota to the service provided by an organization in order to achieve maximum effectiveness and efficiency towards the success, development and growth achievement of an organization goals.

|  |  |  |
| --- | --- | --- |
| **SKILLS AND**  **COMPETENCE** | • Team Playing  • Time Management  • Attention to Details | • Organisation Skills  • Communication Skills  • HTML, CSS, JavaScript |
| **EDUCATION** | University of Calabar 2015 – 2021  Economics B. Sc.  Oshodi Senior High 2004 – 2010  School (SSCE) | |
| **WORK HISTORY** | **CUSTOMER CARE REP RESENTATIV** **2021 - 2022**  FIDELITY BANK.  Roles and Responsibilities  • Raising support tickets to enable tracking and resolution of customer requests.  • Investigating and resolving customer complaints then closing support tickets.  • Maintaining a database of customer information.  • Escalating inquiries to the appropriate team, when necessary.  • Passing customer feedback onto the product or sales team to improve the organization’s offerings  **SECURITY CUSTOMER SERVICE (NIBBS)** **2023 - Till date**  OPAY DIGITAL SERVICE, NIGERIA Roles and Responsibilities  • Transmitting financial transaction data on-line and retrieving reports and statements of account on-line via secure technology network.  • Escalating Email to other bank for failed and successful transactions.  • Resolve and unblock, blocked account through system glitch.  • Assists engineering team with back-end updates on company’s website.  **VIRTUAL ASSISTANCE** **2022 - 2023**  Alx Africa, NIGERIA  Roles and Responsibilities  • Manage emails, calendars, and appointments  • Handle customer inquiries via email, chat, or phone  • Data entry, document preparation, and file organization  • Social media management and content scheduling  • Conduct research and create reports as needed  • Coordinate travel arrangements and itinerary planning  • Assist in project management and task tracking  • Perform basic bookkeeping tasks (if required)  • Other administrative duties as assigned  **REFEREE**  Available on Request | |
|  |  | |