OLAIYA KEHINDE

**Current Location:** Dubai, United Arab Emirates **Mobile Number:** +971 52 14 40460 **E-mail:** [kennybd1@gmail.com](mailto:kennybd1@gmail.com) **Skype:** Pelumi Olaiya

**SUMMARY**

**Skill Highlights**

* Time management
* Attentiveness&Effective listening
* Adaptability&
* Self control
* Persuasive speaking skills
* Clear communication skills
* Proactive
* Team player

An enthusiastic and results-driven customer service and administrative professional

equipped with strong ability to multi-task, prioritize and manage time effectively.

Excellent communicator with strong client relationship skills, ability to handle

high volume calls, active listening skills and proven ability to resolve customers

complaint in a professional manner.

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# QUALIFICATIONS

# Diploma in Early Years Foundation Stage (cache 3) 2020 Taito Education, Dubai, United Arab Emirates

# Bachelor of Education, B.Ed English Language 2006 University of Ibadan, Ibadan, Nigeria

**Diploma in Public Relation 2013**

Nigerian Institute of Public Relation

**Certificate in Customer Service**

Customer Care Essential **2016**

# EXPERIENCE

**Al Maaref Private School, Dubai, (United Arab Emirates) Aug. 2019 – Jul.2020  
Substitute Teacher (Middle School)**

* Designed and implemented lesson plans for students.
* Maintained accurate student records.
* Effectively communicate with staff about student progress.
* Assigned other duties delegated by principals such as MAP Test, Curriculum maps and Quality Assurance on video content of teachers during E-learning.
* *Notable Achievement: Feature Teacher Award (Dec. 2019)*

**Al Maaref Private School, Dubai, (United Arab Emirates) Feb. 2017 – Jul.2019  
Academic Assistant Teacher (KG2)**

* Supported with daily and long-term lesson and activity planning
* Prepared and organized instructional resources
* Managed student records
* Modified the curriculum based on individual and small group needs
* *Notable Achievements: Served as a long term teacher replacement and successfully promoted student learning as measured by weekly student assessments. Also awarded for perfect attendance (July 2019).*

**MERRYBET GOLD LIMITED (Lagos, Nigeria) Oct. 2015- Sept 2016**

**Customer Service Representative/Receptionist**

* Take incoming user requests via telephone, email and provide response and resolution to customer complaints.
* Proactively update customers with status and resolution progress.
* Use of applications such as CRM, Zoho and Online chat to further clients relationship and complains
* Updated my Line Manager and the other teams informed of relevant information related to the customers been handled.

**O AND J ENERGY LIMITED (Lagos, Nigeria) Jun. 2014 – Jul 2015**

**Administrative Officer**

* Ensured appropriate record keeping, inventory and database filing system.
* Organized, coordinate, confirm appointment and meetings.
* Prepared memos, document minutes at meeting and place office supplies.
* Responsible for the day to day general administration of the organization, assisting the managing director and supporting the staff team.
* Reviewed companies policies and handled project such as registration of companies, followed up delivery of PMS,AGO delivery of PMS ,AGO to IOC and indigenous companies.

**SOUTH SHORE WOMEN'S CLINIC (Lagos, Nigeria) Aug.2013- May 2014**

**Customer Service Representative**

* Reception duties, appointment recall, reminders and follow up notices.
* Photocopying, Filing, issuing receipts and requests.
* Data entry of patient’s visit, record keeping of medical records.
* Billing programs, insurance companies, reconciliation of payment received.
* Attended to complaints and inquiry and forward to appropriate channel.
* Received and process clinic supplies, teamwork with clinic manager and other medical staff for easy work flow.

**FIRST BUSINESS ALLIANCE (Lagos, Nigeria) Jul. 2011- Dec 2012**

**Receptionist**

* Greeted customers with a warm smile, receive calls and attend promptly to request .
* Follow lead on intending & prospective clients’ from opening till closing of deals.
* Attended to inquiry and resolved client’s complaints.
* Maintained security by following procedures; monitoring logbook; issuing visitor badges.

**REFERENCES**

Available upon request