

ADEGBOYEGA AKIN ABDULKADIR

Address: Lekki-Epe, Lagos State.

Email: adegboyegaabdulkadir@gmail.com

Tel: 08066765227 / D O.B: 15TH , September.

PROFESSIONAL SUMMARY:

Highly motivated and customer-focused professional with a Higher National Diploma (HND) in Marketing and years of progressive experience in customer service, front desk operations, and procurement. Proven ability to communicate effectively, resolve customer concerns, and deliver exceptional service that enhances customer satisfaction and retention. Skilled in managing front office operations, coordinating purchase processes, and maintaining positive client relationships. Adept at working in fast-paced environments, handling multiple tasks, and contributing to team success. Now seeking to leverage my strong interpersonal and organizational skills in a Customer Service Representative role to support company goals and ensure a seamless customer experience.

PERSONAL QUALITIES:

- Able to interact clearly and effectively with customers, vendors, and team members both in person and remotely.
- Passionate about providing outstanding service and resolving issues promptly to ensure customer satisfaction.
- Quick to assess situations and offer practical, effective solutions, particularly under pressure.
- Skilled at building positive relationships with clients, colleagues, and vendors.
- Efficient in managing multiple responsibilities such as front desk duties, procurement, and customer service without compromising quality.
- Accurate in handling records, orders, and inquiries, ensuring consistency and quality in service delivery.
- Able to prioritize tasks effectively and meet deadlines in a fast-paced environment.
- Collaborative in team settings, with proven experience supervising front desk operations and coordinating purchasing activities.
- Open to change and able to adjust quickly to shifting priorities and customer needs.
- Consistently upholding ethical standards, confidentiality, and a respectful work attitude.

WORKING EXPERIENCE:

MISSES HAIR SALON AND FAB FROZEN FOOD, LEKKI, LAGOS STATE.

2021 – 2025

Customer Service Manager

Duties:

- Supervised day-to-day customer service operations, ensuring timely and professional assistance to shoppers.
- Addressed and resolved customer complaints or inquiries related to frozen food products, pricing, storage, and returns.
- Trained and managed a team of customer service representatives, ensuring adherence to store policies and high service standards.
- Monitored product quality, temperature control, and shelf-life compliance to meet food safety and customer satisfaction requirements.
- Assisted in inventory checks, coordinating with the stock and purchasing teams to ensure frozen food items were adequately stocked.
- Maintained updated knowledge of products, promotions, and store policies to inform and assist customers accurately.
- Ensured proper cleanliness and organization of customer service areas, especially those handling frozen goods.

JOFRANCE MODEL SCHOOL, LEKKI, LAGOS STATE.

2018 – 2021

Admin Officer

Duties:

- Managed day-to-day administrative operations to ensure the smooth running of school activities.
- Maintained accurate student records, admission files, attendance data, and staff documentation in compliance with school policies.
- Coordinated schedules for meetings, staff briefings, parent-teacher conferences, and school events.
- Handled communication between the school and parents, staff, external agencies, and education authorities.

- Assisted with the preparation of reports, memos, circulars, and correspondence on behalf of the school management.
- Monitored office supplies and managed procurement of teaching and non-teaching resources.
- Supported the school principal and senior leadership with calendar management, appointment scheduling, and meeting logistics.

FAIRYLAND HOTELS, ILORIN, KWARA STATE.

2014 – 2018

Customer Service Representative

Duties:

- Welcomed guests warmly, handled check-ins and check-outs efficiently, and ensured a positive first impression.
- Responded promptly to guest inquiries via phone, email, or in person, providing accurate information about hotel services, bookings, and local attractions.
- Resolved guest complaints or concerns professionally, aiming to exceed expectations and ensure guest satisfaction.
- Coordinated with housekeeping, maintenance, and other departments to fulfill guest requests and resolve issues quickly.
- Processed reservations, cancellations, and modifications using the hotel's booking and property management system.
- Managed billing, payments, and refunds, ensuring accurate financial transactions and record-keeping.
- Maintained a clean, organized, and welcoming front desk area, aligning with hotel standards.

EDUCATIONAL QUALIFICATION:

KWARA STATE POLYTECHNIC, ILORIN, KWARA STATE.

2011 – 2014

Marketing (HND)

OSUN STATE POLYTECHNIC, IRE, OSUN STATE.

2006 – 2009

Marketing (ND)

COMMUNITY SECONDARY SCHOOL OGELE, ILORIN, KWARA STATE.

1997 – 2003

Senior Secondary Certified Examination (SSCE)

MODEL NURSERY AND PRIMARY SCHOOL, ILORIN, KWARA STATE.

1990 – 1996

First School Leaving Certificate (FSLC)

CERTIFICATION:

NATIONAL YOUTH SERVICE CORPS

2015 - 2016

(NYSC)

HOBBIES:

- Interacting
- Volunteering work
- Writing
- Traveling
- Directing

REFEREES:

AVAILABLE ON REQUEST