

OLADITI REBECCA BUKOLA

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Date of Birth: 29th July 1998 Sex: Female State Of Origin: Oyo State Nationality: Nigerian

Professional profile

A Committed And self-driven B.A Philosophy graduate, with sound understanding coupled with vast knowledge in information communication technology, utilizes sound organization and planning skills to deliver assignments within set time frames and high-quality standard. Contributing the very best of my abilities to improve the organizational objectives and achieve managerial goals and objectives.

ACADEMIC QUALIFICATONS

B.A PHILOSOPHY (Olabisi Onabanjo University, Ago Iwoye, Ogun State)-2019

SSCE WAEC (David Joel Secondary School, Ibadan, Oyo State)-2013

Other Certification

National youth service (NYSC) Discharged certificate-2021

A master class in customer service-March 2024

Experiences

2022-Till Date -CUSTOMER SERVICE REPRESENTATIVE, Foodcourt online delivery, Lekki, Lagos State.

- Answering questions about the company's services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about the company's offerings.
- Providing proactive customers outreach.
- Handling customers complaint.
- Collecting and analyzing customer feedback.
- Responding to customer reviews.

2021-2022 -ADMIN OFFICER/SECRETARY, Dupine Properties Ltd, Ibadan, Oyo State.

- Ensured compliance with the regulatory rules of the company for employees.
- Made sure the board implements all decisions made.
- Ensured that all allocations and salaries are paid to staffs.
- Maintained office records and files.
- Coordinated new hire orientations.
- Updated company databases by putting new employees contact information and employment details.
- Set up of meetings and taking of minutes.
- Attended to phone calls and customers enquiries.

2020-2021 -FORM TEACHER, (NYSC) Shining Star, School, Benin City, Edo State.

- Taught Christian religious studies.
- Prepared lesson plans and curriculum.
- Administered tests/examinations and evaluated results.
- Assisted with the smooth running of the school by working with the administrative unit of the school.

2020 -FORM TEACHER, Jds Schools, Ibadan, Oyo State.

- Cared for the students both academically and socially.
- Ensured school policies, health and safety.
- Made learning a fun activity for easy assimilation.
- Mentored the students.

2020-SALES EXECUTIVE, Toykul and Sons, Ibadan, Oyo State.

- Assisted with the sales for the company and ensured optimal level of customer services.
- Administered and ensured compliance to all sale objectives.
- Maintained inventory records for the store department of the company.
- Created and receive new orders.
- Made sure the store is kept clean and all items properly kept.

2019- 2020-FRONT DESK OFFICER, Azanat Investment Ltd, Lekki, Lagos State.

- Managed the front desk and welcome clients professionally.
- Supervised cleaning and office supplies.
- Received and sent parcels.
- Prepared a travel application approval form when needed with the company's template.
- Booked flights using the company's contracted travel agency.
- Run official errands.
- Attended to phone calls and customers enquiries.

Seminar/Training Attended

- Next Level Professionalism in Ibadan, Oyo State.
- Ethics Professionalism in Ibadan, Oyo State.
- Irregular migration in human trafficking in Benin City, Edo State.

Personal Skills

- Organized and Responsible
- Resilient, Reliable and Adaptable
- Critical Thinker
- Paying Attention To Details
- Team Work And Effective Communication
- People Management
- Time Management
- Planning
- Leadership
- Adaptability

Other/personal details

Listening To Music, Teaching, Traveling, Reading and Writing, Good cook and dancing.

Key I.T Skills

- Microsoft Office.
- Digital Sales and Marketing.
- Digital Content Development (Social Media.)
- Call Center Operations(Customer Service Support)

REFEREES

Available on request.