

ONITILU YETUNDE OLUWASEYI

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EDUCATION, TRAINING, AND CERTIFICATION

B.Sc,In Microbiology Olabisi Onabanjo University, Ogun State	2024
SSCE, Senior Secondary School Certificate Agboju Senior Secondary School	2016

PROFESSIONAL SUMMARY

Dedicated and results-driven Supervisor and Customer Service Representative with a strong background in team leadership, client relationship management, and service excellence. Proven ability to supervise daily operations, motivate team members, and implement process improvements to enhance customer satisfaction and drive business success. Skilled in handling high-pressure situations, resolving customer issues efficiently, and maintaining a positive brand image. Committed to fostering a collaborative work environment and delivering top-tier service that exceeds customer expectations.

PROFESSIONAL EXPERIENCE

HALAJOR MEMORIAL HOSPITAL

2023

Role(s) held in this organisation

Laboratory Microbiologist (Internship)

Key responsibilities and achievements:

- Collected and prepared samples for microbiological analysis using sterile techniques.
- Conducted routine laboratory tests to identify microorganisms in various samples.
- Maintained accurate records of experiments and test results in lab notebooks and databases.
- Operated and calibrated laboratory equipment such as autoclaves, incubators, and microscopes.
- Assisted in the preparation of culture media and reagents according to standard protocols.
- Ensured compliance with safety and hygiene regulations within the laboratory environment.

MAXWELL LIMITED BUILDING MATERIAL COMPANY

2019-2021

Role(s) held in this organisation

Personal Assistant to the CEO

Key responsibilities and achievements:

- Managed the CEO's calendar by scheduling meetings, appointments, and travel arrangements.
- Coordinated internal and external communications on behalf of the CEO.
- Prepared reports, presentations, and briefing documents for executive meetings.
- Handled confidential information with discretion and maintained organizational confidentiality.
- Organized and prioritized incoming correspondence, including emails and phone calls.
- Liaised with senior management, clients, and stakeholders to support executive operations.

TOUCH COSMETICS TRADE FAIR COMPLEX,LAGOS

2018-2019

Role(s) held in this organisation

Store Supervisor

Key responsibilities and achievements:

- Supervised daily store operations to ensure smooth and efficient workflow.
- Monitored inventory levels and coordinated stock replenishment to avoid shortages.
- Trained, scheduled, and evaluated store staff to maintain high performance and customer service standards.
- Handled customer inquiries and resolved complaints to enhance customer satisfaction.
- Ensured compliance with company policies, safety regulations, and merchandising standards.
- Conducted regular audits and prepared sales reports for management review.

LARRY BLOCK COMPANY, FESTAC LAGOS

2016-2018

Role(s) held in this organisation

Customer Service Representative

Key responsibilities and achievements:

- Responded to customer inquiries via phone, email, and in-person with professionalism and efficiency.
- Built and maintained strong relationships with clients to promote customer loyalty and retention.
- Resolved customer complaints promptly and effectively to ensure satisfaction.
- Provided product and service information to assist customers in making informed decisions.
- Collaborated with internal teams to address customer needs and improve service delivery.
- Maintained detailed records of customer interactions and feedback for continuous improvement.

SKILLS

Excellent communication skills.
Problem-solving abilities.
Multitasking
Attention To Detail
Proficiency in Microsoft Office
Time management
Chef/Baker
Event Planner
Leadership Skills

REFERENCE

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