

TEMILOLA BECCA OLAOLUWA

AIRLINE TICKETING AND RESERVATIONS SUPERVISOR

Abuja

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Passionate about promoting lasting customer satisfaction by delivering quality service and adequate support to the customers. Hardworking and experienced in problem-solving. Aiming to leverage my abilities to successfully fill the ticketing and reservation supervisor role at your company.

Willing to relocate: Anywhere

Personal Details

Industry: Aerospace & Aviation

Work Experience

SCHOOL TEACHER

Adonai Academy - FCT

November 2023 to Present

Passionate about educating my students, so I work with them and motivate them to lead them to find zeal in learning. I use different strategies to engage them to learn. I am patient and approachable.

Customer Service Representative

Abe-igi - Abuja

October 2022 to July 2023

Provides customer service and support.

Utilized automated service systems to log and retrieve call information.

Addressed customers courteously using suitable methods and problem-solving skills.

Followed up with customers about resolved issues to maintain high standards of customer service.

Waitress

The Living Room - Abuja

January 2022 to August 2022

Prepare table for guest by setting linens and silverware.

Informed customers about daily special.

Listened to customers' complaints and concerns and quickly rectified issues.

Answered telephones to take reservations or to-go orders.

Upselling food and beverage.

Used cash register and credit card machines.

Teacher

Domestic staff - Abuja

August 2020 to July 2022

Created safe environment for children by removing hazards and enforcing appropriate boundaries.
Assisted children with homework , supporting academic requirement.
monitored children's behavior to notify parents of health well being.
took children for walks,or played in park, maximizing time spent outdoors.

Internship

NEWS AGENCY OF NIGERIA - ABUJA

September 2018 to November 2018

Produced high quality communication for internal and external use.
Assisted with projects by applying strong skills and studies.
collaborated with team to optimize workflow and archive objectives.
collected arranged and input information into database system.
Contribute to daily news

CLEANER/ OFFICE ASSISTANT

NAN - Abuja

January 2015 to October 2017

Used time management and efficient cleaning method.
Handled equipments , chemicals and materials properly and with caution.
Work along side cleaners to complete jobs.
Deliver quality customer service services to address urgent needs and cleaning request.
emptied waste bin and other trash from premises and moved to appropriate receptacles.

Education

.. in Airline Ticketing and Reservations

UNIVERSAL SCHOOL OF AVIATION - Gwarinpa ABUJA

August 2022 to December 2022

National Diploma in Mass Communications

Kwara state polytechnic - Kwara state

January 2018 to August 2019

Secondary School

Saint magret high school - Osun

September 2012 to August 2014

Skills

- Cleaning Experience
- Food Service
- POS
- Restaurant Experience
- Serving Experience
- Bartending
- Communication skills

- Fluent in English
- Hard working
- Commercial Cleaning
- Food Safety
- Home Care
- Kitchen Experience
- Cash Handling
- Cashiering
- Waitress
- Restaurant Server
- Hostess

Languages

- English - Fluent