

OLAIDE SURURAT MEMUD

1, Sholanke Street, Iyana Ipaja, Lagos | 09162838620 | 09020747117 | olaideolaide1287@gmail.com

CAREER OBJECTIVE

Motivated and results-oriented fresh graduate with a strong desire to launch a successful career in sales. Equipped with excellent interpersonal and communication skills, I am eager to contribute to a dynamic sales team, exceed targets, and help drive business growth. My strong work ethic, enthusiasm, and quick learning ability make me well-suited to thrive in the fast-paced sales environment.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Nycil Limited, Ikeja Lagos | 2024 – till date

- Responding to customer inquiries via phone, email, chat, or in person, providing information about products, services, and company policies.
- Listening to customer complaints, identifying the root cause of the issue, and offering suitable solutions or escalating the matter to higher management when necessary.
- Gathering customer feedback through surveys, direct interactions, or online platforms to assess satisfaction levels and identify areas for improvement.
- Following up with customers after resolving issues to ensure their problems were adequately addressed and to gauge their satisfaction level.
- Assisting customers with placing orders, tracking shipments, and ensuring timely delivery of products or services.

LEGAL SECRETARY

Adewunmi & Co., Ogba, Lagos | 2019 - 2021

- Drafted, proofread, and edited legal documents, correspondence, and memos while ensuring accuracy and adherence to legal guidelines.
- Prepared and filed legal documents with courts, government agencies, and opposing counsel, ensuring compliance with deadlines and procedural requirements.
- Conducted legal research using online databases to assist attorneys in case preparation and ensure access to relevant legal resources.
- Organized and maintained both electronic and physical case files, including indexing and cataloging documents for easy retrieval.
- Coordinated depositions, interviews, and meetings, liaising with clients, witnesses, and opposing counsel.
- Managed incoming and outgoing correspondence, responding promptly to inquiries and prioritizing urgent matters.
- Maintained confidentiality of client information and case records with the utmost discretion and professionalism.

EDUCATION

Higher National Diploma in Accounting

Kwara State Polytechnic, Ilorin, Kwara | 2021-2023

Ordinary National Diploma in Accounting

Kwara State Polytechnic, Ilorin, Kwara | 2016-2019

Secondary School Certificate (SSCE)

Angels Model College Villa, Igoke Estate, Ile-Epo, Lagos. 2009-2014

HOBBIES & INTERESTS

- Networking & Public Speaking
- Entrepreneurship & Sales
- Volunteer Work & Community Engagement
- Marketing & Business Development

SKILLS

- Communication & Interpersonal Skills
- Organizational Skills
- Technology Proficiency (Microsoft Office Suite, Legal Research Tools)
- Research & Analytical Skills
- Adaptability & Problem-Solving
- Teamwork & Collaboration
- Attention to Detail

REFERENCES

Available upon Request.