

DAMILOLA TOLULOPE OMOPARIOLA

Ikeja, Lagos State

Mobile Number: +2348130654576

Email Address: damytolu@gmail.com

PROFESSIONAL PROFILE

An adept, prolific and fast-track graduate professional, with strong interpersonal skills, capable of enhancing professional excellence and adding success and progress to wherever her service is required, seeking to develop a distinctive and qualitative career in a well-established and structured organization that encourages learning and provides challenges for self-development and organization growth where creativity, innovation and objectivity are recognized and rewarded.

SKILLS AND ATTRIBUTES

- Business ideas to improve customer service and increase sales
- Analytical capability
- Objectivity and critical thinking
- Administrative and conflict resolution skills
- Excellent managerial and leadership skill
- Team building, research and continued learning skills
- Computer proficiency with expertise in word processing packages, MS Word

EDUCATION

2015 – 2019

OBAFEMI AWOLOWO UNIVERSITY

B.A. (Ed.) English Language

2000 – 2005

**ADEYEMI DEMONSTRATION
SECONDARY SCHOOL, ONDO**

West African Examination Council

WORK EXPERIENCE

August 2022 till date

FIBERONE BROADBAND

Customer Executive Personnel

Case Management Service (Enterprise)

- Provides proactive customers' outreach
- Handles customers' complaint
- Helps with first level troubleshooting on clients' monitoring database
- Manages clients' Internet issues

July 2021 - July 2022

THE NATIONAL YOUTH SERIVE CORPS

School Teacher

Calvary Mercy Foundation

- Taught English Language as a well-trained English professional
- Prepared students for internal and external examinations

January 2021 – June 2021

BYTEFIN NIGERIA LIMITED

Customer Service Representative

- Attended to customers
- Managed large amounts of incoming calls
- Assisted customers in their areas of needs

October 2019 – December 2020

STANDARD LIFE ORGANISATION

Credit Officer

- Trained and oriented new employers about their work responsibilities and ethics
- Attended to clients' credits swiftly and accurately

January 2013 – December 2014

PRINTING PRESS

Secretary

- Attended to customers' requests
- Kept an up-to-date financial record
- Scheduled meetings between customers and the director

PROFESSIONAL CERTIFICATION

LEAM Consulting, Nigeria.

June 2022 – July, 2022

Resources Management Certification Institute (RMCI.UK)

- Associate Professional in Human Resources Management (APHRM)
- Associate Membership Certificate.

HOBBIES AND INTEREST

Travelling

Business interaction

Social media

Surfing the Internet

Event organizing

REFEREES

Available upon request