

AKINWUMI, OMOLOLA MARY

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SUMMARY

With 5 years as an Administrative, customer service and clients management executive, I seek to work in an organization where I can leverage my knowledge and skill to contribute to business growth; where growth, versatility, optimum performance and career development are part of the culture of the company.

EDUCATION

PROFESSIONAL IN HUMAN RESOURCES INTERNATIONAL (PHRI) | IN VIEW

BACHELOR OF SCIENCE IN PSYCHOLOGY | 2008-2014 | OBAFEMI AWOLOWO UNIVERSITY, ILE-IFE, OSUN STATE

EXPERIENCE

ADMIN EXECUTIVE | CRUXSTONE DEVELOPMENT AND INVESTMENT LIMITED | JUNE 2019-DATE

ADMINISTRATIVE, CLIENT SERVICES EXECUTIVE AND TELESALLES

- Ensure smooth run of all office operations by updating office policies and procedures
- Manage office equipment, maintenance and service contracts
- Point of contact between Cruxstone and BASL (MMA2)
- Provide day to day administrative support in implementation of human resource policies and procedures
- Supervision, coordination and assessing training needs of administrative support staff
- Maintain record keeping and confidential personnel files
- Manage customer database system and maintain a good customer relationship with clients
- Oversee the budget and the expense control in the office by monitoring purchase
- Direct Prospects to sales executives and book clients for outbound meetings and site visitation
- Discovering and pursuing new sales prospects, negotiating deals and maintaining customer satisfaction
- Gather feedback from customers or prospects and share with internal teams
- Collaborate with team members to achieve better results

TELESALLES, RETENTION, INBOUND AND OUTBOUND CUSTOMER EXPERIENCE ANALYST | KONGA ONLINE SHOPPING LIMITED | 2017-JUNE 2019

ORDER RECOVERY & CET CUSTOMER RETENTION

- Tracking customer's satisfaction by conducting CSAT and NPS
- Generating revenues and increasing sales by order recovery which includes recovering abandoned cart and cancelled orders
- Outbound calls to merchants and customers

- Liaison between stores, customers merchants and Logistics for POC orders and return request
- Attending to internal mails and other tasks that may arise

INBOUND AND OUTBOUND MERCHANT

- GMV responsibility
- Promptly respond to all customer queries and requests; escalate issues when outside authority
- Deliver high quality customer service and exceed satisfaction goals by reducing customer complaint.
- Maintain work relationship with other customer based department to ensure prompt closure of customer issues and queries
- Resolves product or service problems by clarifying the customer's complaint and determining the cause of the problem, selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.

CUSTOMER EXPERIENCE REPRESENTATIVE (EMAIL ANALYST)

- Resolved an average of 450 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume)
- Generating sales leads by placing orders and recovering canceled orders
- Acting as a Liaison, provide product/services information and resolve any emerging problems
- Handling customers questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues
- Offering alternative solutions where appropriate with the objectives of retaining customers.

GRADUATE INTERN (NYSC) | NIGERIAN PRISONS SERVICE | APRIL 2016- APRIL 2017

KEY ACHIEVEMENTS

- First recipient of the best Corper of the year award by The Nigerian Prisons Service, Old Abeokuta Prison
- Oversight responsibilities for all academic and administrative activities at the Prison college
- Planner of the first ever NCE Convocation Ceremony comprising of five graduating sets from Yewa Central College of Education, Ibara Prison Campus
- Facilitating the Anger management class for the Inmates and providing counseling sessions for Inmates
- Reformation, Rehabilitation and re-integration of Inmates back to the society

PROJECT CORDINATOR/ADMIN SUPPORT SPECIALIST | PLUS1 MANAGEMENT INSTITUTE | 2015-2016

KEY ACHIEVEMENTS

- Admin Officer/Customer Service Representative for Scholarship Training

- Compare project status and progress to the actual plan and adjust schedules by doing what is necessary to keep the project on track and achieve project objectives
- Deliver proposals to Presidents of Students Associations
- Interact with Company's Customers to provide them with information to address inquiries
- Managing incoming Ensure team cohesion and dedication especially in offering efficient solutions to customers
- calls and customer inquiries, handle customers complaints, provide appropriate solutions and alternatives within the time limit
- Keep records of all office activities, customer interactions, and process customer accounts and file documents.

VOLUNTEER EXPERIENCE

DIRECTOR, CARE & WELFARE UNIT | BELIEVERS ASSEMBLY (OBAFEMI AWOLOWO UNIVERSITY) | 2010-2014

KEY ACHIEVEMENTS:

- Responsible for vision casting, development, communication and execution of new ideas and projects for the growth of the department
- Tasked with planning an annual reunion and retreat targeted at fostering unity among members
- Coordination of visitation and other activities driven towards having a daily presence in the life of members

KEY SKILLS

- Excellent communication skills
- Leadership & organizational Skills
- Strong interpersonal skills and organizational abilities
- Computer skills – Microsoft Office Suite and good use of CRM software
- Strong coordinating, planning and problem solving abilities
- Ability to multitask and work under pressure in fast-paced environments
- Strong project management skills
- Inquisitive mind with a willingness to learn
- Process Improvements
- Excellent customer relationship management
- Excellent work ethics application and good team player

INTERESTS

- Reading
- Networking
- Travels and Touring
- Puzzles

REFERENCES

Available on request