

TEMITAYO TOBILOBA AKINTUNDE

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PROFILE I am a hardworking professional, with four years' experience in customer experience, communications, client service management as well as marketing. I look forward to work opportunities across industries. At present, I have just completed my certification in Product management. I excited to find roles where I can leverage and expand my current skill set while also learning, growing and contributing to an exceptional organization.

PROFESSIONAL

- Brand communication strategy
- Outstanding customer service
- Marketing and sales strategy
- Client needs assessment
- Product management
- Excellent team-spirit
- Corporate reporting and presentation
- Proficiency in Microsoft Office

UTIVA PRODUCT SCHOOL, 2020

Certification Product Management

Training include; AGILE Execution, SCRUM, FIGMA, Design-Thinking, Product Design

Babcock University, Nigeria, 2013

BSc. (Hons): International Law and Diplomacy

International Maritime Law, International Civil Litigation, Alternative Dispute Resolution,
Grade; Second Class Upper Division

Freelance Production Manager 05/2019 – Present

Lagos, Nigeria

- Coordinating shoots with photographers, creative directors and other industry professionals in order to develop comprehensive looks for clients.
- Act as a runner distributing messages or items within film crew and cast
- Perform administrative work (answering phones, paperwork etc.
- Print and distribute daily paperwork (e.g. scripts, call sheets)
- Create and overseeing the budget and making sure is not exceeded.

Quality Control Associate 12/2018 – 05/2019

Jumia Group Nigeria Limited, Lagos, Nigeria

- Secured up to 75% positive customer experience by managing Stock Keeping Units, product listing,

- category mapping and clean up.
- Performed routine quality control by reviewing products within stipulated SLA thereby ensuring 100% authenticity.
- Assist operations and local quality function in tracking, documenting, and reporting quality levels as well as CSR, environmental and health and safety goals/KPIs
- Plan, execute, and oversee inspection and testing of incoming and outgoing product to confirm quality conformance to specifications and quality deliverables
- Provide training and support to quality assurance team on systems, policies, procedures, and core processes

Communication and Marketing Officer 01/2017 - 08/2018

PayPorte Global Systems Limited, Lagos, Nigeria

- Assisted in the smooth running of the Big Brother Naija show, season 3 by being a member of the Pay-Porte BBN Committee.
- Gained vast knowledge of regulations and policies associated with Company Law.
- Collaborated with management to develop and implement effective communication strategies based on the target audience.
- Carefully evaluated promotional plans to ensure consistency in the information conveyed as well as alignment with product-line strategy.
- Contributed to the maintenance of the brand's media presence by following up with brand ambassadors, coordinating media coverage, responding to media queries as well as arranging interviews.
- Tracked the brand's media analytics.
- Conducted value assessment for potential suppliers and successfully initiated business agreements.
- Negotiated terms with vendors to ensure profitability.
- Adeptly monitored business flow and market dynamics in order to help the marketing team develop profitable marketing strategies.

Team Lead.

Client Service Executive 07/2015- 01/2017

PayPorte Global Systems Limited, Lagos, Nigeria

- Remain in close communication with clients to comprehend their needs and specifications
- Listen to suggestions and wishes of the clients and communicate them to the appropriate people within the company
- Learn about the clients' industry and business activities to suggest more personalized solutions
- Liaise with clients to organize promotional events or decide on advertising material that suit their profiles and goals
- Collaborate with colleagues to design creative campaigns or other projects according to the standards discussed with clients
- Employ networking techniques to attract new clients
- Negotiate budgets and deadlines and make detailed presentations justifying costs and schedules
- Undertake administrative work and keep records of clients

Teaching Staff (NYSC) 11/2013- 10/2014

St Clare's High School, Oyo, Nigeria

- Improved students' concentration by 90% by Preparing notes and delivering engaging lessons
- Completed documentation of attendance, grades and other required details.
- Led classroom activities for play-based and immersive learning.
- Updated attendance, marks, and other required documentation.
- Administered assessments and standardised tests to evaluate student progress.
- Inspired academic success based on belief that all students can achieve excellence, regardless of background.

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- SKILLS**
- Advance User of Microsoft Office Tools. (Word, PowerPoint, Excel, Outlook)
 - Excellent Administrative/Office Support Experience
 - Excellent Customer relationship management Skills
 - Meticulous Data entry officer
 - English and French Language
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REFERENCES