

PERSONAL DATA:

NAME	Shoneye Adenike
SEX	Female
ADDRESS	15 Seyinsola Coker Street, Fagba, Lagos
TELEPHONE	+2347032286119
DATE OF BIRTH	29/11/1989
E-MAIL	shoneyenofisatadenike@gmail.com

CAREER OBJECTIVE:

To work with existing staffs and facilities, contributing the best of my ability and quota so as to improve organization objectives and achieve managerial goals and target.

PROFESSIONAL MEMBERSHIP:

Certified Customer Service Professional (C.C.S.P)

ACQUIRED SKILLS:

- Sales and Leadership
- Strong people management
- Interpersonal and Inter relational
- Communication and Presentation
- Ability to convert prospect to buyer
- Customer Relationship Management
- Ability to motivate and influence others positively
- Strong analytical mind and ability to think independently
- Ability to work under pressure and produce the desired result

EDUCATIONAL QUALIFICATIONS & CERTIFICATION

September 2017	Work Readiness Training Programme (WRP), Regenesys Business School
February 2014	Certificate Of National Youth Service Corps NYSC
May 2014	Institute of Customer Relationship Management Professional Postgraduate Diploma
November 2012	Lagos State University (LASU); Bachelor of Arts (BA) Theatre Arts, Media major.
June 2007	Keme Balogun Senior Secondary School West Africa Examination Council (WAEC)
June 1999	Rose valley High School, Agege, Lagos State. First School Leaving Certificate (FSLC)

WORK EXPERIENCE:

DATE	FEB 2020 – TILL DATE
EMPLOYER	O'PAY (a subsidiary of Opera)
POST HELD/ROLE	CUSTOMER CARE REPRESENTATIVE /TELESALES <ul style="list-style-type: none">• Identify and assess customers needs to achieve satisfaction• Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution• Generating leads for sales team• Makes outgoing customer calls or cold calls in order to sell products and services• Keeping up to date on all products and informing customers of new products• Communicate and coordinate effectively with internal departments• Initiating sales with potential customers over the phone• Accurately and efficiently enters customer information into company databases for mailing and billing purposes• Communicate with customers to understand their requirements and need• Always strive towards meeting sales quota• Boost morale in the office by encouraging other sales representatives and adopting a team mentality on the sales floor.
DATE	MARCH 2019 – FEB 2020
EMPLOYER	CREDIT DIRECT LIMITED (A subsidiary of FCMB)
POST HELD/ROLE	LOAN OFFICER <ul style="list-style-type: none">• Review loans agreements to ensure that they are complete and accurate according to policy• Submit applications to credit analysts for verification and recommendation• Approve loans with specific limits, and refer loan application outside those limits to management for approval• Analyze potential loan markets and develop referral network in order to locate prospects for loan• Drafting all administrative paperwork including reminders and updates in order to inform customers on relevant financial matters on their account and their status• Communicating with other financial institutions to request details on clients creditworthiness• Utilize professional judgement to determine which potential borrowers represent good risk opportunities for the organization• Evaluating credit worthiness by processing loan applications and documentation within specified limits• Interviewing applicants to determine financial eligibility and feasibility of granting loans• Approve loan applications or refer them to management for a decision

DATE	FEBRUARY 2018 – MARCH 2019
EMPLOYE	PALTONLOITTE&ASSOCIATE (A subsidiary of PALTON MORGAN HOLDINGS)
POST HELD/ROLE	BUSINESS DEVELOPMENT EXECUTIVE <ul style="list-style-type: none"> • Improving sales of company stocksproduct • Leasing of estate properties for residential and commercial activities • Assisting others; corporate bodies, group, individuals in leasing and selling of their properties • Raising of real estate consultants to market and sell estate properties • Having an in-depth knowledge of business products and value proposition • Digital marketing of real estate products to ensure a wider awareness • Developing growth strategies and plans
DATE	MARCH 2016 – FEB 2018
EMPLOYER	PROPERTYMART REAL ESTATE INVESTMENT LIMITED (A subsidiary of PALTON MORGAN HOLDINGS)
POST HELD/ROLE	SALES EXECUTIVE <ul style="list-style-type: none"> • Meeting of sales target within a given timeline to help the achieve her goals • Off-Plan sales of landed properties • Performing comparative market analysis to estimate properties value • Determining clients needs and cash flow to propose solutions that suit them • Display and market real estate property to potential buyers • Product exhibition sales at corporate Events • Conducting site inspections to show case the estate products and facilitate sales • Protect organization’s value by keeping information confidential ACHIEVEMENT <ul style="list-style-type: none"> • Meeting of sales garget worth 50 million within the projected timeline of 3months • Promoted and transferred to other subsidiary (Paltonloitte&Associate) due to the brilliant performance to assist in achieving their sales target • Recommended for a Professional training in Regenesys Business School due to the consistent outstanding in sales performance

DATE	AUGUST 2015 – MAY 2016
EMPLOYER	AITEK NETWORK SYSTEMS LIMITED
POST HELD/ROLE	ADMINISTRATIVE OFFICER <ul style="list-style-type: none"> • Produces information by transcribing, formatting, imputing, editing, retrieving, copying, and transmitting text, data, and graphics • Greeting and directing visitors, answering phone inquiries and handling complaints in a courteous, professional manner • Maintains executive appointment by planning and scheduling meetings, conferences, teleconferences, travels etc • Prepares reports by collecting and analyzing information, Secures the information by completing data base backup • Contribute to team effort by accomplishing related results as needed • Distribute and store correspondence (e.g. letters, emails and packages) • Prepare regular reports on expenses and office budget
DATE	MARCH 2013 – FEB 2014
EMPLOYER	EVANGEL HIGH SCHOOL, UMUAHIA, ABIA STATE.
POST HELD/ROLE	TEACHING/ADMINISTRATIVE OFFICER <ul style="list-style-type: none"> • Impacting good knowledge on student • Assisting the principal in organizing, supervising, coordinating and reviewing the school curriculum with other staffs. • Achieving and maintaining high standard of care and education. • Demonstrating and presenting projects • Act as the point of contact for all employees, providing administrative support and managing their queries • Overseeing the administration and governance of education programs within the department • Preparing nominations of departments, staff and students for award • Provide trainings and professional development for staff members • Ensuring the physical environment of the department is in good condition

REFERENCE:

Bilubaje Akintayo
Consultant
08024214502

Fagbohun Afolabi
Sales Manager
0708502554