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# KAYODE OMOTAYO IKUESAN, MCPM, MCHCD, ASHCM, MBA, BSC

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**Address:** 7, Rasheed Oyekan Street, Opposite Ogunyemi Street, Ketu, Lagos, Nigeria.  
**Tel:** 08062360655, 08152727408 **Email:** kayodeomotayo@yahoo.com

## **PERSONAL BIO-DATA:**

**Date of Birth:** 15<sup>th</sup> January, 1980  
**Marital Status:** Married  
**State of Origin:** Ondo State  
**Nationality:** Nigerian  
**Gender:** Male

## **WORK EXPERIENCE**

### **NLPC Pension Fund Administrators Limited.**

**Anthony, Lagos.**

**Periods:** 2019 till Date

**Position:** Senior Officer, Customer Service,

#### **Duties:**

- Recommend potential services to management by collecting customer information and analyzing customer needs.
- Prepare service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls.
- Build sustainable relationships of trust through open and interactive communication.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Go the extra mile to engage customers.
- Resolve customer complaints via phone, email, mail or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Advise on company information.
- Suggest solutions when a service malfunctions.
- Perform other duties as assigned.

**NLPC Pension Fund Administrators Limited.**

**Anthony, Lagos.**

**Periods:** 2015 - 2019

**Position:** Senior Officer, Credit & Marketing,

**Duties:**

- Preparation of schedules of contributions and conversion of cheque into hard and soft copies.
- Ensure that clients comply with payment procedures and standards.
- Preparation and submission of proposal and presentation to prospective employers.
- Registrations of new staff/clients under the Pension Reform Acts 2004 and review of 2014.
- Business Development & Relationship Management.
- Perform other duties as assigned.

**NLPC Pension Fund Administrators Limited.**

**Anthony, Lagos.**

**Periods:** 2011 - 2015

**Position:** Credit Control & Relationship Officer,

**Duties:**

- Preparation of schedules of contributions and conversion of cheque into hard and soft copies.
- Ensure that clients comply with payment procedures and standards.
- Make weekly and monthly reports to the Unit Head.
- Submission of evidence of payment for clients with an acknowledgement copy been signed by same clients.
- Preparation and submission of proposal and presentation to prospective employers.
- Registrations of new staff/clients under the Pension Reform Acts 2004 and review of 2014.
- Management of existing clients with the view of retaining clientele base.
- Meet all target/registration deadlines.
- Business Development & Relationship Management.
- Perform other duties as assigned.

**Matwom Resources Limited,**

**Ogba, Lagos.**

**Periods:** 2008-2011

**Position:** Human Resources Officer,

**Duties:**

- Co-ordinate staff recruitment and selection process in order to ensure a timely organized and comprehensive procedure is used to hire staff.
- Identify training and development opportunities
- Provide assistant when conducting staff performance evaluations.
- Organize staff training sessions, workshops and activities.
- Provide assistant in developing human resources plans.
- Monitor staff performance and attendance activities.
- Provide information and assistance to staff, supervisors and company on HR and work related issues.

- Managing day to day operational matters.
- Manage postal service.
- Perform other duties as assigned.

## **EDUCATIONAL BACKGROUNDS**

<b><u>INSTITUTIONS</u></b>	<b><u>PERIODS</u></b>	<b><u>QUALIFICATIONS</u></b>
Chartered Institute of Public Management of Nigeria	2017	Member, (MCPM)
Chartered Institute of Human Capital Development of Nigeria.	2017	Member, (CHCDN)
Institute of Strategic Human Capital Managers.	2016	Associate, (ASHCM)
Obafemi Awolowo University, Ile-Ife, Osun State.	2013 - 2015	Master of Business Administration (MBA). (Human Resources Management)
Olabisi Onabanjo University, Ago-iwoye, Ogun State.	2004-2007	Bachelor of Science (B.Sc), Industrial & Labour Relations ( <b><i>Second Class Lower</i></b> )
Ogun State University, Ago-Iwoye, Ogun State.	2001-2003	Professional Diploma, Industrial & Labour Relations ( <b>Upper Credit</b> )

## **CAREER OBJECTIVES:**

To work within a challenging environment with career development, contributing the best of my abilities and quota so as to improve organization objectives and achieve management goals.

## **STRENGTH:**

- Hardworking, diligent in discharge of duties, a fast learner, highly focused, goal oriented and skilful in field works.
- Honest, a good time manager, able to withstand work pressure, able to work for long hours with minimum supervision and also a good team player.

## **TRAINING ATTENDED & SKILLS ACQUIRED:**

The On Demand Economy:

Assessing Nigeria's Readiness for the Fourth Industrial Revolution (2017)  
 Potentials of Cooperative Enterprise in Empowering the Unemployed (2017)  
 Creating Viable Cooperative for achieving Economic  
 change in a Diversifying Economy (2016)  
 Strategies for achieving Sustainable Development (2015)  
 Effective Selling & Relationship Marketing (2014)  
 Effective Writing Skills (2014)  
 Survival Strategy in a Recession (2014)  
 Building a future through Co-operative Society (2013)  
 Plumbing Installation & Pipe Fitting (2010)  
 YES You Can Conference on Possibility Network. (2009)  
 Computer Applications (2008)

**ACHIEVEMENTS:**

He supervised his sales team to ensure they meet sales targets. (2010)  
 He led a delegated team to our head office in Lagos during his service year. (2009)  
 He headed the logistics committee during the community development service. (2009)

**RESEARCH WORKS:**

The Effects of Pension Reforms on Job Satisfaction (2015)  
 The Effects of Training on Workers Productivity. (2007)  
 The Role of Government in Industrial Relations. (2003)

**HOBBIES:**

Listening to Advice and Learning.

**REFEREES:**

**Mrs. Temitope Sawyerr,**  
 Manager, Finance  
 NLPC PFA LTD,  
 Anthony, Lagos  
**Tel: 08037863838**

**Mr. Solademi Oladimeji,**  
 Pension Manager, Finance  
 SERVTRUST NIG.LTD.  
 KM 14,Lekki-Epe Expressway,Lagos.  
**Tel: 08102983616**