

OLUWADAMILOLA ABIOLA OJO

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Career Objectives:

I'm a valuable asset through my academic and professional skills to the organization while contributing to the overall growth and sustainability with my selfless service and teamwork. Also, to utilize my skills and talents in an environment of people with the inspiration, motivation and expertise to deliver and aspiring to work in a challenging and a result – oriented organization that has mandate for the development of individual and the community at large.

Personal Attributes

- Substantial Academic and Administrative Experience and Competence.
- Huge Capacity for problem-identification and problem-solving.
- Innovative with good analytical and principled approach to issues.
- Good interpersonal relationship and communication skills.
- Ability to work with little or no supervision
- A synergy-building team spirit
- Innovatively solving problem with accuracy in processing numbers.

Education

- Ladoke Akintola University of Technology, Ogbomoso** 2009 – 2015
Bachelor of Technology (B.Tech) in Agricultural Economics 2015
Unpublished Final year Research Project: Effects of Real Exchange Rate on Agricultural Export in Nigeria.
- Total light College, Ikorodu, Lagos state** 2002 – 2008
National Examination Council (NECO) 2008
- L.A Primary School, Ilesha.** 1995 – 2001
First School Leaving Certificate 2001

Employment Records:

Date	Grade	Position	Organization
May 2021 till Date	Quality Assurance	Quality Analyst Lead	Sporty Internet Limited
March 2019 – May 2021	Customer service Executive	Customer Service Executive / Team Lead	Sporty Internet Limited
May 2018 - March 2019	Customer Care Representative	Call Center Agent	Outcess Solutions Nigeria

February 2017- December 2017	NYSC PPA	Statistics and Planning Personnel	Niger State Ministry of Agriculture, Minna
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Work Experience:

Date: **May 2021 - Till Date**

Position: Quality Analyst Lead

Organization: Sporty Internet Limited (SportyBet)

Key responsibility:

- Participating in design of call monitoring formats and quality standards.
- Performing call monitoring and provides trend data to site management team.
- Using quality monitoring data management system to compile and track performance at team and individual level.
- Coordinating and facilitates call calibration sessions for call center staff.
- Participating in customer and client listening programs to identify customer needs and expectations.
- Preparing and analyzing internal and external quality reports for management staff review.
- Providing actionable data to various internal support groups as needed.

Date: **March 2019 – May 2021**

Position: Customer Service Executive / Team Lead

Organization: Sporty Internet Limited (SportyBet)

Key responsibility:

- Responding to customer queries and complaints via E-mail, social media, LIVE Chat and Phone calls.
- Handling all back-office duties related to payments.
- Taking the lead on resolving disputes between banks and customers on payment issues made on our platform
- Ensuring the correct and timely valuation of inventory involved in the directing and managing of procedures related to downtime, escalations and customer data.
- Providing support to internal and external customers, including gateway and transaction support
- Providing accurate product information and serve as a knowledgeable resource for customer
- Managing customer daily requests and inquires during contact, ensuring issues are appropriately, accurately and promptly escalated for further escalation for resolution
- Daily tracking of Customer details and resolutions

Date: May 2018 – March 2019

Position: Call Center Agent

Organization: Outcess Solutions Nigeria

Key responsibility:

- Building customer interest in the service and product offered by the company
- Ensuring the correct and timely valuation of inventory involving in the directing and managing of procedures related to downtime, escalations and customer data.
- Making effective and professional brand cross selling of company products and services
- Providing accurate product information and serve as a knowledgeable resource for customer
- Managing customer daily requests and complaints during contact, ensuring issues are appropriately, accurately and promptly escalated for further escalation for resolution

Date: February 2017 - December 2017

Position: Statistics and Planning Personnel

Organization: Niger State Ministry of Agriculture

Key responsibility:

- Assisting in the monitoring of development plans and annual budgets for the efficient performance of the ministry vis-à-vis tracking of budget performance.
- Helping in the production and coordination of data requirements in respect of the Ministry's technical aids/external assistance
- Researching into areas of interest of the Ministry with the aim of building a viable data bank for reference purpose.
- Computerizing the activities of the Ministry for efficient management information system
- Collection and collation of information for policy making

Management Training, Professional Qualification and Certifications

Year	Programme name	Institution	Location
2021	Lean six Sigma - Yellow Belt	Alison	Online
2020	Diploma in Customer Service - Revised 2017	Alison	Online
2018	Mindset Reorientation and Employability Skills, Training for Unemployed Youths in Lagos State	Lagos State Ministry of Wealth Creation and Employment with 1 st CRT Group	Adeyemi Bero Auditorium, Alausa Ikeja-Lagos
2018	Customer Service Training	Outcess Nigeria	Outcess Nigeria

	<ul style="list-style-type: none"> • Soft skills • Products and Services • On Job Training 		Plot 4, Jeremiah Ugwu street, off Admiralty Way, Lekki.
5th – 6th March, 2010	Stand-out Seminar	Purpose Driven Professionals	1200LT, LAUTECH, Ogbomoso

Languages

Language name	<input type="checkbox"/> <i>Excellent</i>	<input type="checkbox"/> <i>Good</i>	<input type="checkbox"/> <i>Fair</i>
English Language	Excellent		
Yoruba	Excellent		

Skills

Skills	<input type="checkbox"/> <i>Excellent</i>	<input type="checkbox"/> <i>Good</i>	<input type="checkbox"/> <i>Fair</i>
Interpersonal Skills	Excellent		
Problem solving skills	Excellent		
Communication skills	Excellent		
Microsoft office skills		Good	

Interest and activities

Drawing, Tourism & Photography
Listening to Music and Disc jockeying
Organizing of events and Human Networking
Collection of Data

References

Available upon request

Certification:

I, **Ojo Oluwadamilola Abiola** the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications and my experience.



Signature