



## OPEOLUWA, OLUWASEYI CHRISTIANA

Administration | Customer Service | Office Management

Awolowo Road Ikoyi, Lagos State | [kamicolleys@gmail.com](mailto:kamicolleys@gmail.com) |+234 8024154165

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### CAREER SUMMARY

An experienced and detail-focused individual with substantial knowledge in office management, with sales/marketing background and proficiency in customer service. Facilitating success for quality-focused tasks with top level of coordination and leadership skills to interact effectively with diverse personalities, combined with my in-depth knowledge in customer relations. Possess skillfully balanced organizational objective, deep familiarity in rebranding image of businesses, devising new ideas for problem solving.

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### SKILLS / EXPERTISE OFFERED

- Administrative Support
- Office Management
- Customer Relation Management
- Multi-Level Marketing Skills
- Public Speaking/Relations
- Organizational and Interpersonal Skills
- Record Keeping And Documentation
- Good written/Verbal Communication
- Use of Standard Office Tools
- Team Leadership
- Microsoft Word and Excel
- Excellent Listening (Active)/Feedback Skills

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### WORKING EXPERIENCE

March 2022 — Present

**Clinic Liaison Officer**|Nordica Fertility Centre, Lagos State

- To assist patients with request for information, complaints, making appointment and resolving issues.
- Maintain and update client referral information and ensuring client forms contains necessary information.
- Maintaining a positive, empathetic and professional attitude towards clients and medical professionals.
- Responding promptly to clients inquiries and enquiries.
- Communicating with client through various channel.
- Acknowledging and resolving client complaints.
- Processing orders, forms and requests from consultants, medical officers and management team.
- Keeping records of client interaction, complaints, transaction and comments.
- Communicating and coordinating with colleagues and providing feedback on the efficiency of client services process.
- Ensure clients satisfaction and providing professional customer support.

September2020 — October 2021

**Administrative Assistant**| Render Mobility, Lagos State

- Skilled administrative support professional valued for multitasking strengths, organizational abilities and diplomatic handling of confidential.
- Advanced command of MS office along with strong business and financial management skills.
- Leveraged technology to elevate efficiencies, boost productivity, saved costs.
- Repeatedly praised for keeping executive offices running smoothly.
- Handled broad responsibilities; field array of requests from internal/external customers; & thrived within busy environment requiring the ability to prioritize & manage concurrent tasks.

November 2012 — August 2020

**Sales Manager | Bimlats Fabrics Limited, Lagos State**

- Supervised the day-to-day functioning of all goods, facilities, sales and costs.
- Provided consultations to distributors, vendors and customers daily.
- Initiation of purchase requisition for the replacement of all regular goods whenever the stock level of any item approaches the minimum limit fixed in respect thereof.

December 2018 — September 2019

**Academic Tutor | Bashorun High School, Ibadan, Oyo State**

- Prepared and delivered assigned lessons to students of diverse age groups.
- Developed and implemented a counseling program that catered to the social, academic, and cognitive development of young students.
- Implemented two-way Communication, an initiative that encouraged students to take equal part during lesson impartation and class discussions.
- Increased the number of students completing assignments on time by 40% by employing group studies initiative.
- Successfully placed all students graduating into inter school programs, through appropriate and well-placed career counseling.

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## EDUCATIONAL QUALIFICATION

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2014 — 2018

**Bachelor of Science (Education): Guidance and Counseling | University of Ilorin, Kwara State**

2006 — 2012

**Secondary School Certificate Examination (WAEC) | Falomo Senior High School**

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## CERTIFICATION/TRAINING

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In view

**Member | Chartered Institute of Personnel Management (CIPM)**

2020

**Customer Service Management | West Africa Association of Customer Service Professional**

2020

**Soft Skills | Jobberman**

2019

**National Youth Service Corp (NYSC) | Ibadan State**

Referees are Available on Request