

OLUKEMI DOYINSOLA ADEEKO

 47 Ogunsami Street, Ijeshatedo, Surulere, Lagos State.

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 Ogunbanwodoyinsola@gmail.com

 January 8, 1989

 Female

 Ogun State

Marital Status - Married

SUMMARY

Olukemi is a motivated, innovative, problem-solving oriented and open-minded individual, ready to apply education, knowledge, skill and professionalism in the workplace. She is excited to gain invaluable hands-on experience while helping clients and employers achieve their individual and cooperate goals.

EXPERIENCE

Gentlemen's Trickshot (Lounge and Indoor Gaming Centre)

20, Adeniran Ogusanya Street, Surulere, Lagos-State

Manager | January 2022 – till date

- Hire, train, supervise, direct, coach, counsel, and evaluate staff in the bar and lounge.
- Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
- Handle customer complaints.
- Assign and instruct bar and lounge staff in details of work process customer accounts and file documents.
- Observe performance and encourage improvement where necessary.
- Meet/liaise with governmental regulators in procuring requisite permits and licenses both at the state and local government levels.

- Overseeing the functions of the department to include general bar and lounge services and indoor games department.
- Reporting and following established company procedures on any disciplinary problems or deviations from formal company procedures and escalating any extraordinary circumstances directly to top management.
- Adhere to the policies of the lounge as set forth in the Employee Handbook and document and report any observed violations to appropriate authorities.

God is Good Motors

13, Ilupeju bypass, Lagos-State

Customer Care Representative | February 2018 – December 2021

- Handle customer complaints.
- provide appropriate solutions and alternatives within the time limits.
- follow up to ensure resolution.
- Keep records of customer interactions.
- process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

MTN Online Customer Care Agent (Mayfair Garden centre (2014 - 2015)

Mayfair Garden Estate, Awoyaya, Ibeju-Lekki, Lagos.

- Received customers' complaints *via* telephone calls and email correspondence
- Participated in and took notes during office meetings
- responding to customer inquiries within stipulated timelines
- troubleshooting work related problems
- handling complaints to building strategies for improving the overall customer experience and fostering loyalty
- Delivering information about a company's offerings *per* time

- Ability to meet set timelines and deadlines.

LANGUAGE

English – Fluent

Yoruba - Native

REFERENCES

Mr. Kingsley Ajagbonwu

Tel: 08033058438

INTERESTS

- Creative Thinking
- Reading Motivational Books
- Meeting People