

KIKELOMO AYOBAMIDELE

OBAJEMU

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Professional Summary

Personable Customer Relations leader driven to exceed customer expectations while promoting adherence to company standards and guidelines. Proven history of fostering quick and successful problem resolution, improving customer satisfaction ratings. Demonstrated success in utilizing current technologies to broaden access between customer and organization and improve response time.

Skills

- Business growth and retention
- Contract Negotiation
- Service improvements
- Customer acquisition and relationship
- Schedule Management
- Training and mentoring
- Research and due diligence
- Market Research

Work History

Direct Sales Agent

Aug 2020 - Current

Strategic Outsourcing Limited (SOL), Fidelity Bank

Isolo, Lagos

- Managed and motivated sales team to increase revenue.
- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.
- Created and presented media and advertising packages to prospective customers.
- Met customers in homes and businesses to discuss and demonstrate products.
- Worked with clients to address and respond to client and partnership management issues.
- Managed customer relations on ongoing basis to maximize customer retention.
- Made customers aware of current and new programs and services.
- Assisted customers with needs such as opening accounts, depositing or transferring funds, updating account details and signing up for new services.

- Carried out opening and closing functions to meet operational needs underpinning strong customer service.
- Created activities and engagements to enhance customer experience, knowledge and patronage.
- Offered internal and external customers first-rate customer service to maximize satisfaction and business success.
- Educated customers about product and service options and processed purchases.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.

Assistant Basic Science Teacher

Oct 2018 - Oct 2019

Community High School

Nachi, Enugu

- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Reviewed curriculum and devised alternate approaches to presenting lessons to increase student understanding.
- Supported student teachers by mentoring on classroom management, lesson planning and activity organization.
- Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student centered learning.
- Incorporated exciting and engaging activities to reinforce student participation and hands-on learning.
- Assisted struggling students to maintain progress levels by designing individualized lesson plans focused on areas for improvement.
- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking.
- Graded and evaluated student assignments, papers and course work.
- Encouraged creative thinking and motivated students by addressing individual strengths and weaknesses based on standardized testing results.
- Talked with students in need of extra attention and made plans to assist with concerns.

Personal Assistant to the Chief Executive Officer

Oct 2013 - Aug 2014

DeFellow Legal Minds

Ibadan, Oyo

- Maintained CEOs presence on popular social media platforms by posting edited photos, updates and information.

- Managed social media accounts by creating posts and responding to comments.
- Transcribed information dictated by CEO to provide clearly written communication.
- Answered incoming phone calls and emails, and presented urgent requests to CEO for response.
- Coordinated events, prepared agendas and managed schedule for CEO.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Contributed to smooth business operations by planning and organizing meetings and conferences, including conference calls.
- Greeted arriving visitors, determined nature and purpose of visit and directed individuals to appropriate destinations.

Sales and Administrative Representative

Oct 2012 - May 2013

Royal Tabernacle Services

Port Harcourt, Rivers

- Met frequently with technical, product management and service personnel to stay current on company offerings and business policies.
- Devised and implemented product strategies for filling market gaps and driving consistent sales.
- Cultivated and strengthened account relationships to achieve and exceed company targets.
- Contacted potential customers to capitalize on sales opportunities.
- Researched potential clients and markets to prepare for appointments.
- Monitored weekly sales to write report for senior leadership and streamline operational processes.
- Built customer loyalty and retention by delivering excellent shopping experience.

Education

Bachelor of Science: Physiology

Oct 2018

University Of Ilorin

Ilorin, Kwara

- Elected to General Secretary for Local Organizing Committee, graduating class in 2018
- Elected as the Deputy Senate President of the Faculty of Basic Medical Sciences in 2016
- Member of the Local Organising Committee of the Student Union Annual Convergence Program, 2016-2017
- Stakeholder, Department of Physiology

Certifications

- Customer Relationship Management, Consol Limited, Oshodi, Lagos
- Project Management - Learn to Live Business School, Covenant Garden, London (2019)

- Health, Security and Safety Environment (Level 1-3), Learn to Live Business School, Covenant Garden, London (2019)
- National Youth Service Corp Discharge Certificate (2019)

Community Services

- Led a team on School sensitization on health and sanitation, Community High School, Nsude, Enugu state. 2019
- Member of spelling bee competition committee, Udi Local Government, Enugu State. 2019

Interest

Intellectual Growth, Creating Valuable Relationship, Cooking and Music