

AKINLOYE OLUWAKEMI

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Summary

A highly skilled and detail-oriented professional with over 6 years of experience in research, customer experience, relationship management, User experience research, social media, administration and operations support. Ability to resolve clients' issues, develop innovative ways to exceed customers' expectations, and devise quick and easy issue resolution around operational techniques. I enjoy applying my knowledge and skills again to provide different perspectives into meaningful action that drives business growth and revenue.

Skills

- Research Skill
- Project Management
- Social Media Management
- Data Analysis
- Data Collection
- Software Tester
- Administrative Support
- Customer Relationship Management
- Qualitative research analyst
- User experience
- Critical thinking
- Communication Skills

Experience

01/2023 - 01/2024

User Experience Officer, **Guaranty Bank Plc**, Lagos

- To analyze and review data/user interactions with products and services for improved customer experience including online bill payment analysis
- To escalate identified complaints to relevant stakeholders for complete resolution
- Reviews feedback received from the touch-points to ensure that all relevant identified gaps are rectified by concerned stakeholders.
- Collaborated with cross-functional team to define features and build powerful and easy-to-use products and customer-facing workflow tools.
- Demonstrated leadership by making improvements to work processes and helping to train others.

03/2022 - 10/2022

Operations Manager, **Cmarx Limited**, Osogbo

- Prepare social media marketing campaigns and strategize them such that they align with the company's objectives
- Monitor the company's marketing goals and their execution keenly
- Build marketing plans and budgets for the smooth operation of marketing campaigns
- Create and monitor advertisements on various platforms keeping the company's vision aligned.

02/2022 - 03/2022

Human Resources Management (Internship), **Ifortis Worldwide**

- Adding new hiring information to our employee records, evaluating resumes, and

scheduling interviews

- Managing the team and ensuring that my team meets weekly business engagement metrics
- Working with the management of IFORTIS WORLDWIDE to coordinate initiatives (this involves representing the company and speaking on its behalf)
- Managing leadership and accountability for my own group.
- Gathered data for market research projects and analyzed findings to make recommendations.

04/2021 - 02/2022

Inbound Call Agent (NYSC), **Nigerian Communications Commission**, Uyo

- Received calls from individuals experiencing life threatening emergencies through the emergency call helpline in Nigeria
- Dispatched all proven emergency calls to the proper authorities for rescuing
- Sensitized all hoax callers on the use and usefulness of the platform.

06/2018 - 01/2020

Customer Support and Personal Assistant, **Demmys Beauty Touch**, Owerri

- Interacted with clients physically and virtually
- Supervised both student and staff day-to-day activities.
- Managed office supplies inventory and placed orders when necessary.
- Answered incoming calls and emails promptly while managing the executive's schedule accordingly.
- Sorted mail received daily for distribution throughout the office.
- Provided excellent customer service to resolve customer complaints in a timely manner.

Education and Training

09/2018

Bachelor of Science, Government and Public Administration
Imo State University, Owerri, Imo State

06/2013

Senior School Certificate

Armed Forces Command And Staff College Day Secondary School, Jaji, Kaduna State

Certifications

- Introduction to Data Science, Great Learning, 08/01/23
- Introduction to Project Management, Simplilearn, 03/01/22
- Lean Management, Simplilearn, 03/01/22
- Certificate of Appreciation, Ifortis Worldwide, 02/01/22
- Jobberman Accelerated Soft-Skills, Jobberman, Coursera, 01/01/22
- Jobberman Soft-Skills, Jobberman, 12/01/21
- Participatory Certification (Music And Introduction To Music), Esdeepam Foundation, Portharcourt, Rivers State, 09/01/14
- Peer Education, Nysc, Unicef, 01/01/11

Accomplishments

- Electoral Chairman 2018 Political Science Department Imo State University
- Organized the electoral process without any preceding reference within a limited time span

with assistance from the electoral committee. This ensured for a microscopic electoral process birthing great leaders for the department.

- Collated and recorded all data from the electoral process to serve as a reference for the next inaugural electoral body.

Languages

English, Yoruba

References

References are available upon request.