**OREVBA BUSAYO ANIBABA**

**Contact: +2348055405955**

**Email:** [**busayoanibaba@yahoo.com**](mailto:busayoanibaba@yahoo.com)

**Home Address : 13b, Unity Close, Akute-Alagbole**

**Bio-Data:** Female and Nigerian

**CORE COMPETENCIES**

* Highly skilled in Customer Services, Administrative Roles, Telesales, Audit, Human Resource Management, Managerial Roles.
* Passion for standard professional practice and commitment to good corporate leadership.
* An Enthusiaste with ability to use personal creative initiatives and work with little or no supervisions.
* Outstanding Sole decision making.
* Strong analytical and problem solving skills.
* Highly trustworthy, discreet and ethical with leadership capabilities.
* Excellent written and verbal communication skills.
* Strong team player, willing to learn and share experience with other team members.
* Ability to adapt to work innovations with changing priorities and deadlines.
* Computer literacy (all MS Office programmes).

**CAREER OBJECTIVES**

* To be a dynamic, and honest team member readily available to fit into any career rewarding organization building high profile career and contributing positively to the objective and goals of the organization through professionalism, high passion for excellence, strategy thinking, innovativeness and hard work.

**PROFESSIONAL EXPERIENCE**

**Content Writer / Content Editor**

**NNA Media**

Lagos

2023 to present

Duties :-

• Staying updated and writing relevant news on recent happenings around the world

• Proof-read contents for errors before publishing

• Sharing contents on all company’s social media platforms

• Ensure contents created are lucrative for the company by getting enough clicks

• Ensure all breaking news are captured in time

• Monitoring Backend for number of clicks and website visits.

**Internal Auditor**

**01 Foods ltd**

22, Mabo Street, Ojuelegba Lagos,

2019 to 2022

**Key Achievements :**

* Implemented quality control and risk management framework
* Formulated Compliance policy
* Developed proper financial record documentation

**Responsibilities :**

* Enforce strict compliance to the organization system, rules and regulations.
* Identifying likely risks and suggesting possible solutions on how to avoid or reduce its effects on the business.
* Enforce proper documentation of financial, sales records.
* Stock, Staff count.
* Ensure physical stock, financial records, pos transactions, transfer transactions, bank tellers and cash sighted are corresponding.
* Ensure fraudulent activities are completely eradicated or reduced to the minimum.
* Suggesting business ideas that will help the company achieve her goals.

**Call Centre Representative**

**Resdel Tele-Consult**

7, Adeniran Ogunsanya, Surulere, Lagos

2016 to 2017

**Responsibilities** :

* Answering inbound calls from Customers and prospects
* Processing and tracking orders and inquiries regarding purchase of the company’s products and services
* Politely handling customers’ complaints and ensuring their satisfactions
* Follow up on customers’ calls when necessary
* Making outbound calls to customers and prospects to market the company’s products and services
* Upselling and cross selling other available products and services during an outbound calls
* Collecting and reporting customers feedbacks
* Managing and updating customers databases

**Admin Manager/Executive Assistant/Customer Service Rep**

**Soothe HealthCare Limited**

Oasis Building, Ojota Lagos

2014 to 2015

**Responsibilities :**

* Ensured the company was well represented by acquiring enough knowledge and understanding the company aims and goals as well as products and services.
* Attending to multiple incoming Calls politely
* Monitoring the logistics department to ensure all customers get their right orders in time.
* Proper meeting schedules and travel arrangements.
* Regular profile updates on customers records
* Sorting and attending to emails
* Neat and well documented sales records and customer files.
* Attending meetings and taking minutes of the meeting
* Proper arrangement and coordination of events
* Ensuring the organization keeps good relationship with customers by selling an outstanding products and services to them.

**Area Sales Manager**

**Shalina HealthCare Pharmaceutical Limited**

Oregun, Ikeja, Lagos

2015 to 2016

**Responsibilities:**

* Ensured set targets were constantly met monthly.
* Successfully reached 100+ customers, both wholesalers and retailers.
* Ensured credit limits were not surpassed by sales reps.
* Ensured Customers debt were at the barest minimum to avoid company running at loss.
* Regularly checked and compared market prices so as to know when to alert the company on when to increase or reduce prices of products.
* Recruiting more sales representatives which enabled more coverage of the given area at the time.
* Regular proper training and motivation sessions for sales representatives.
* Monitoring and ensuring customers get their ordered products in good time.

**ACADEMIC QUALIFICATIONS & CERTIFICATIO**

**Ladoke Akintola University Of Technology,**

**Ogbomoso, Oyo State**

*Bachelor of Technology, 2012*

*Agricultural Economics And Extension*

***Second Class Upper (2:1)***

**Wavecrest College OF Hospitality, Lagos**

National Diploma in Front Office/Customer Service,

2018

**National Youth Service Corps**

**(NYSC)**

2013

Ohoazara Development Centre,

Uburu Ebonyi

**Romax Computer Institute**

Diploma In Desktop Publishing

2009

**LANGUAGES**

English: Fluent – Oral, Written and Spoken

Yoruba: Fluent – Oral, Written and Spoken

**REFEREES:**

Available on request