

Shittu, Modupeoluwa Muinat

8, Jezza Street, Egbeda, Lagos State.

Tel: 08183117035

Email: shittumodupe007@gmail.com

CAREER OBJECTIVES:

To work in a dynamic organization that is ever growing with an excellent work culture as well as an enabling environment to enhance my potentials and provide an exceptional career development.

KEY SKILLS:

- Teamwork.
- Planning and organizing
- Administration
- Emotional Intelligence
- Problem Solving

EDUCATIONAL BACKGROUND:

➤ National Youth Service Corps (NYSC)

Attah Memorial High School, Adaba, Uzo - Uwani LG

2019 – 2020

➤ Higher National Diploma (HND), Business Administration

Yaba College of Technology, Yaba, Lagos State

2016 – 2018

➤ National Diploma (ND), Business Administration and Management

Yaba College of Technology, Yaba, Lagos State.

2013- 2015.

➤ West African Senior School Certificate Examination (WASSCE)

Anser – un - Deen Comprehensive High School Okota, Lagos State

2009

➤ **National Examination Council (NECO)**

Ansar – un - Deen Comprehensive High School, Okota, Lagos State.

2009

EXPERIENCE:

Customer Care Representative

MULTICHOICE Limited

2023 – Till Date

- Responded promptly to customer inquiries.
- Communicated with customers through various channels. Acknowledged and resolved customer complaints.
- Learning about our products inside and out so that customer queries can be answered accurately.
- Processed orders, forms, applications, and requests.
- Kept records of customer interactions, transactions, comments, and complaints
- Communicated and coordinated with colleagues as necessary.
- Provided feedback on the efficiency of the customer service process.
- Managed a team of junior customer service representatives.
 - Ensured customer satisfaction and provide professional customer support
 - Worked with media team to plan events.

Customer Care Representative

Good Luck Tech

2020 – December 2022

- Ensured that customers get swift response always
- Ensure that there are little or no gaps between the customers and the Company.

Customer Care Representative

Keenest Tech Company

2018 – 2020

- Ensured that customers get swift response always
- Ensure that there are little or no gaps between the customers and the Company.

Administrative Officer, Procurement & Logistics Department (Industrial Training) MacMahon Contractors Nigeria Ltd.

2015- 2017

- Ensured on-time purchase order was sent out to suppliers to meet up site needs
- Planned logistics for pick-up and delivery of spare parts and equipment to site

Member**Class Representative and Board.****Yaba College of Technology, Yaba, Lagos State.****Department of Business Administration & Management. 2017/2018**

- Organized and conducted free tutorial classes for all members of the class concerning
- Difficult courses in the department for the session, which in turn led to an excellent result.
- Take care of the welfare of members of the class.

Welfare Federation of Oyo State Student Union (FOSSU)**(Lagos Division, Yaba Tech)**

2017-2018

- Successfully assisted in managing various events and activities and planning as well as
- Welfare provision for members.

TRAINING AND DEVELOPMENT:

- Goal Setting
- Effective Communication
- Self-exploration - personality types
- Decision Making
- Business tools

HOBBIES:

Reading, Listening to Music, Organizing

REFEREES:

Available on request