

Oyeniyi Glory .A.

CAREER STATEMENT

“I feel that my three greatest strengths are firstly my ability to have a clear understanding of the needs of client. Secondly the satisfaction I get from being involved in a project. Finally my passion for being involved in creating structures that could last for decades and knowing that they will make a positive impact on peoples lives and the environment..“

Oyeniyi Glory A

PERSONAL SUMMARY

Highly organized and customer-focused individual with 3 years of experience, I am confident in my ability to provide excellent service to clients and visitors.

With a strong background in managing a busy office environment, I possess exceptional communication and interpersonal skills and I'm able to multitask and prioritize effectively. My proficiency in Microsoft Office Suite and knowledge of phone systems and office equipment make me a valuable asset to any team.

I am committed to maintaining a welcoming and professional environment for all visitors, staff and I'm dedicated to ensuring the smooth and efficient operation of the office

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable position.

OBJECTIVES

To work as part of a dynamic team in a firm of highly competent and skilled professionals, carrying out duties within my schedule competently and effectively. Generally, contributing to the growth and development of the organization in terms of quality service and on-time delivery, as a function of academic, practical and experiences acquired over the years while developing my career in the process.

ACADEMIC QUALIFICATIONS

Bachelor of Science in Civil Engineering (B.Sc)

Obafemi Awolowo University, Ile-Ife, Osun State, Nigeria

2013 - 2019

Secondary School Certificate Examination

University of Benin Demonstration Secondary School, Benin City, Edo State

2005 - 2011

HOBBIES

Reading

listening to music

watching movies

PERSONAL SKILLS

An eye for detail

Excellent communicator

Tactful & articulate

Problem solving skills

Excellent organisational skills

CAREER HISTORY

Advanced Concrete Technologies; 2b, Delo Dosumu Street, Off Obafemi Awolowo Road, Ikeja, Lagos, Nigeria.

CUSTOMER SUPPORT REPRESENTATIVE

March 2022 – Present

Duties:

- Assisted customers with product inquiries and complaints via phone and email.
- Provided exceptional customer service to clients.
- Processed and tracked customer orders and returns.
- Maintained customer records in the company's database.
- Achieved and exceeded monthly targets for customer satisfaction and sales.
- Communicated with clients and stakeholders via email and phone.
- Maintained filing systems and databases.
- Assisted in scheduling meetings and events.
- Provided administrative support to senior management
- Analyzing existing and potential markets to identify and secure business development opportunities.
- Preparing effective proposals, presentations and sales tool on business development opportunities for management.

Ayotunde Falayi & Co, Mini Suite 3, Elephant Bus Stop, Oluyole Estate Road, Ibadan, Nigeria.

NYSC INTERN

January – October 2021

Duties:

- Delivered enterprise-wide support for calendar management, report generation and business administration.
- Processed correspondence, documents and reports to support clerical staff.
- Liaised with internal teams to coordinate and monitor scheduled and unexpected audits.
- Provided guidance and assisting buyers and sellers in marketing and purchasing property for the right price, under the best terms
- Determining clients needs and financial abilities to propose solutions that suit them
- Providing guidance and assisting sellers and buyers in marketing and purchasing property for the right price, under the best terms.
- Determining clients' needs and financial abilities to propose solutions that suit them.
- Performing comparative market analysis to estimate properties value.

Godspower Ojehumen & Associates, 11, Parachute Walk, Aerodrome Estate, Samonda Ibadan, Oyo State

FRONT DESK RECEPTIONIST

October 2019-November 2020

PERSONAL DETAILS

Oyeniya Glory Ayooluwa.

Lagos State, Nigeria.

T: 07060678752

M: 09012663669

E: ayooluwaoyeniya@gmail.com

Duties:

- Greeted visitors and provided them with information and assistance.
- Answered and directed phone calls to appropriate personnel.
- Maintained and organized office supplies and equipment.
- Scheduled appointments and meetings for staff.
- Managed incoming and outgoing mail and packages.

PERSONAL SKILLS AND COMPETENCIES

- Excellent communication and interpersonal skills
- Strong customer service skills
- Ability to work in a fast-paced environment
- Proficient in Microsoft Office Suite
- Ability to manage multiple tasks and priorities
- Strong organizational and time management skills
- Knowledge of phone systems and office equipment
- Able to work as part of a team or individually.
- Ability to prioritize and plan effectively.
- An ability to withstand a pressured team.
- Ensuring confidentiality at all times.
- Able to communicate effectively both verbally and in writing.
- Competent with dealing with letters, emails and telephone queries.

REFERENCES - Available on request.