**OLATUNJI ISREAL OLUSANYA**

23, shoye street, community road ijegun bus stop. Lagos, Nigeria.

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**SUMMARY**

A highly motivated, confident individual with exceptional multi-tasking capabilities, To motivate as a team player eager to utilize my knowledge and skills in Human Resource Management, customer service, communication and interpersonal relation skills as well as to contribute dynamic academic background toward the success of the company. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility

**CORE COMPETENCIES**

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| --- | --- |
| * Impression Management
* Call Center
* Team Work
 | * Computer and CRM Applications
* Training
* Computer Application
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| * Proficiency in Microsoft office tools
 | * Attention to detail and Quality
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| * Negotiation
 | * Proficiency in Microsoft office tools
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| * Communication Professionalism
 | * Call Centre/Customer Service
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| * Problem Solving skills
* Conflict Management and Problem Solving
* Positive Attitude
 | * Staff Support
* Customer Services Orientation
* Good knowledge of CRM
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**PROFESSIONAL EXPERIENCE**

1. **SOFTAFTER PROJECTS AND SERVICES LIMITED**

**Duration: JUNE 2016 - MAR 2018**

 **Designation: Assistant Manager**

* Maintain employee records (soft and hard copies)
* Assist in payroll preparation by providing relevant data, like absences, bonus and leaves
* Prepare paperwork for HR policies and procedures
* Process employees’ requests and provide relevant information
* Coordinate HR projects, meetings and training seminars
* Collaborate with the Recruiter to post job ads on careers pages and process incoming resumes
* Maintaining computer system by updating and entering data
* Setting appointments and arranging meetings
* Maintaining calendars of HR management team
* Compiling reports and spreadsheets and preparing spreadsheets
1. **COMMON SENSE GROUP LIMITED. Duration: MAY2014 - JUNE 2016**

 **Designation: OFFICE ASSISTANTS IN HUMAN RESOURCES [HR] DEPARTMENT**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.
1. **CONTACT SOLUTION CENTER UNIT (CONSOL), OSHODI, LAGOS NIGERIA**

 **Duration: MAY 2012- FEB 2014**

 **Designation: CALL CENTER AGENT (Quality Analyst)**

* Audit calls, emails, chats etc.
* To conduct regular Feedback sessions for Agents.
* To conduct calibration sessions with operations and training team.
* Generating daily, weekly & monthly Quality Reports.
* Should have knowledge of 7 tools of quality.
* Assistance for continual improvement
* Providing trainings to agents on quality parameters, and expectations
1. **BRIMTOL KOT VENTURES Duration: DEC 2019- JUNE 2020**

**Designation: MANAGER.**

* Conduct market research to identify selling possibilities and evaluate customer needs
* Actively seek out new sales opportunities through cold calling, networking and social media
* Set up meetings with potential clients and listen to their wishes and concerns
* Prepare and deliver appropriate presentations on products and services
* Create frequent reviews and reports with sales and financial data
* Ensure the availability of stock for sales and demonstrations
* Participate on behalf of the company in exhibitions or conferences
* Negotiate/close deals and handle complaints or objections
* Collaborate with team members to achieve better results
* Gather feedback from customers or prospects and share with internal teams

**EDUCATION**

* **CHARTERED INSTITUTE OF PUBLIC MANAGEMENT.** Membership **(May-Nov 2016)**
* **THE POLYTECHNIC, IBADAN**, National Diploma in Accounting (**2012 – 2014**)
* **NATIONAL OPEN UNIVERSITY, BSC in Accounting {2016 – 2020}.**