

DAMILOLA ONA-OLAPO

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PROFILE

A meticulous, task-oriented professional with extensive knowledge of data entry, customer service, office management, and front desk responsibilities. Adept at using strong interpersonal and communication skills to engage with a variety of people and groups at all organizational levels. Possesses unmatched capacity to enter data into administrative software accurately and effectively.

WORK HISTORY

SOLINA Health Care

November 2022 – January 2023

Position: Data Entry Personnel

- Retrieved patients' data from multiple sources and manage it into the organisation's database.
- Accurate data entry and availability to patient demographics in all applicable electronic data systems.
- Actively fostered solid working relationships with managers and co-workers to increase work productivity.

OPay Digital Services Limited

March 2023 – June, 2023

Position: Customer Service Agent

- Assisted customers with queries or issues relating to the services of the organization.
- Communicated with customers over the phone and via emails and documented each interaction to determine frequent customer feedback or questions.
- Reviewed customers' account and transactions while resolving issues.
- Participated in meetings to discuss new initiatives with the customer service team.

EDUCATION

B.Eng., Mechatronics Engineering

2021

Federal University of Agriculture, Abeokuta (FUNAAB).

CERTIFICATION/TRAINING

Jobberman Soft Skills Training Certification

2021

ALX Virtual Assistant Course Certification

2022

SKILLS AND INTERESTS

- **Skills:** Expert in installing different operating systems and operating software. Internet application expertise. Good rapport in work. Extremely skilled in computer software programs like Google Workspace, Microsoft Office (Word, PowerPoint, Excel, etc.), and others. Capacity to work under pressure and provide consistently top-notch results.
- **Interests:** Technology. Word games. Reading. Music.