

## OLABISI OMOTENIOLA THOMAS

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Lawrenceville, Ga 30044

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### Career Objective

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*To obtain a position as a team-player in a challenging office environment, where there is a need for a variety of office management tasks including - computer knowledge, organisational abilities, business intelligence and data-base program use to achieve corporate goals.*

### Mission Statement

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I shall commit to delivering my assigned tasks with precision and every sense of responsibility. I will display a sense of urgency and absolute commitment with each and every task.

### Academic Credentials

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❖	B.Sc, Business Administration	Lagos State University Ojo	2011
❖	High School certificate	St. Mark High School	2006

### Professional Membership & Training

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Chartered Institute of Administration  
Associate Member - 2013

13 – 15 May 2013

Kings Throne Training on Relationship and Customer Management

7<sup>th</sup> – 8<sup>th</sup> October 2013

Index Consulting Training on Outselling Your Competition

### Work Experience

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Company Name	:	A Hand to Hold
Address	:	3459 Holcomb Bridge Road, Norcross, Ga 30092
Role	:	CNA/Medtec
Certification Number	:	CN0030062008
Tenure	:	September 2018 - till date

### Responsibilities:

- ❖ Providing great patient care.
- ❖ Answering patient calls and determining how best to help them.
- ❖ Providing physical support for patients or residents with daily activities and personal hygiene, including bathing, dressing, getting out of bed, - using the toilet, walking, standing or exercising.
- ❖ Turning and repositioning bedridden patients

restrictions, food allergies, and preferences.

- ❖ Obtaining a wide range of information from physicians, caregivers and nurses about patient condition, treatment plans, and suggested activities.
- ❖ Measuring and recording food and liquid intake and urinary and fecal output and reporting changes to medical or nursing staff.
- ❖ Ensuring that all asset management clients' information inputted on the database is accurate Recording vital signs, including blood pressure, pulse, temperature, and respiration rate as requested by staff.
- ❖ Examining patients to detect issues requiring medical care, including open wounds, bruises or blood in urine.
- ❖ Reminding patients to take medications and nutritional supplements.
- ❖ Noting observations of patient behavior, including complaints, or physical symptoms to nurses.
- ❖ Stay up to date on CNA training and facility policy and procedure.

### **Work Experience**

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<b>Company Name</b>	:	Assurance Freight
<b>Address</b>	:	3301 Buckeye Road #103, Atlanta, Ga 30341.
<b>Type of Business</b>	:	International Freight Forwarding and Logistics Company.
<b>Role</b>	:	Customer Service Associate
<b>Tenure</b>	:	June 2016 - 2018

### **Responsibilities:**

- ❖ Manage Customers first enquiries, orders and shipping order fulfilments.
- ❖ General supervision of team members' activities to ensure goals are achieved within stipulated timeline.
- ❖ Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- ❖ Complete air and ocean freight documentation and tracking.
- ❖ Preparation of weekly and monthly report activities for monthly profitability review.
- ❖ Handles invoicing, cash and bank reconciliations.
- ❖ Contributed to team effort by accomplishing related results as needed.
- ❖ End to end resolution of all customer complaints, queries and enquiries received via e-mail or telephone with the aim of achieving customer satisfaction
- ❖ Ensuring that all customer information inputted on the database is accurate
- ❖ Interact with the clients one on one in order to capture any area of dissatisfaction with the aim to resolve it
- ❖ Responsible for sending communication to customers on all relevant information within a proper time frame
- ❖ Carrying out proper investigation with respect to clients' enquiries, queries and ensuring proper resolution of same
- ❖ Responsible for carrying out daily surveys of new customers to determine that the acquisition and fulfillment processes are properly handled and customer needs have been accurately captured and satisfied
- ❖ Draft relevant documentation as required and requested depending on the nature of activities taking place

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<b>Company Name</b>	:	Chimes Autos
<b>Address</b>	:	Duluth, Ga
<b>Type of Business</b>	:	Car Dealership.
<b>Role</b>	:	Office Clerk
<b>Tenure</b>	:	March 2014 - May 2016

**Responsibilities:**

- ❖ Manage Client calls and enquiries
- ❖ Handles Titles assignment and record keeping
- ❖ Handles invoicing, receipts and check/cash processing.

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**Work Experience**

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<b>Company Name</b>	:	Koeman Nig.Limited
<b>Address</b>	:	Lagos, Nigeria
<b>Type of Business</b>	:	Relocations &Logistics Company.
<b>Role</b>	:	Client Service Representative
<b>Tenure</b>	:	April 2013 - March 2014

**Responsibilities:**

- ❖ Manage local and international calls and enquiries.
- ❖ Support the field staff with operations records processes.
- ❖ Prepare operations updates and tracking on all jobs.
- ❖ Prepare Quotes and Rates for local and international clients.
- ❖ Prepare Invoices and follow -up on receivables.

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**Personal Skills**

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- ❖ Ability to adjust to new and challenging situations quickly.
- ❖ Excellent listening, oral and written communication skills.
- ❖ Self motivated and target oriented.
- ❖ Ability to work effectively with others in a diverse team.
- ❖ Full of enthusiasm, resilience, confidence, self-motivated, result oriented, steam to get ahead and get results.
- ❖ Ability to multi-task and high sense of duty.
- ❖ Ability to work professionally under pressure, manage own time and work load effectively.
- ❖ Computer skills: Windows OS, Microsoft Outlook, Microsoft office applications and Internet applications

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**Personal Interest**

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Reading books, playing board games and watching Movies.

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**Personal Dossier**

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<b>Sex</b>	:	Female
<b>Marital Status</b>	:	Married