

KOMOLAFE EMEKA KAYODE

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PROFESSIONAL SUMMARY

Honest, hardworking, ready to learn new things and organized with keenness to always prove myself and make a difference wherever I find myself. I am a team player to the core, very dedicated and prepared to work within whatever parameters assigned if given the opportunity. Dedicated to helping businesses efficiently meet their goals through improved productivity and customer retention by leveraging improved office productivity, operational efficiency, and team collaboration. I pay attention to details and evaluate the corporate behavior of different clients to identify issues in business transactions while providing excellent client service. Demonstrate the ability to enhance team performance and maximize customer satisfaction by strategically managing customer service relationship and implementing process improvements while building relevant workplace skills that promote culture of collaboration and continuous improvement.

SKILLS AND CORE COMPETENCIES

- Excellent Communication skills
 - Effective Workflow Management
 - Microsoft Office Suite tools
 - Customer Experience
 - Client Service
 - Negotiation skills
 - Customer Satisfaction
 - Articulate and well-spoken
 - Relationship Management
 - Photography
 - Videography
 - Good Interpersonal skills
 - Corporate Communications
 - Highly self motivated
 - Social Media Marketing
 - Problem-solving
 - Team work and Collaboration
 - Planning and Organization
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PROFESSIONAL EXPERIENCE

DISENI BRANDING & ADVERTISING | Abuja, Nigeria.

Jan. 2023- To Date.

Media & Production Manager

- Scout locations for the shoot and prepare availability reports.
- Solve any production issues on the set regarding the location or personnel to ensure a fast-paced and efficient production process.
- In charge of carrying out product photoshoots and video production.
- Create a production budget including the expenses for everything right from the personnel, locations, and the equipment used.
- Take care of all the formalities concerning the shooting locations and the production process, so it moves ahead without any stoppages
- Work in collaboration with the producers to prepare a shooting schedule based on all the key members involved.

MONOGRAPH INTEGRATED SERVICES | Abuja, Nigeria.

Mar. 2021- Dec. 2022

Customer Service Representative

- Resolving issues and troubleshooting technical problems
- Processing orders and transactions
- Answering questions about the company's profits and services
- Developing and documenting knowledge into helpful content
- Tracking customer service KPI and metrics
- Responding to customer reviews

908 TRAVEL AND TOURS | Abuja, Nigeria.

Dec. 2018- Jan. 2021

Programs Manager & Logistics Manager

- managing third party contributions to the programme
- Defining the programme's governance arrangements
- Planning and designing the programme and proactively monitoring its progress, resolving issues and initiating appropriate corrective action
- Organize the storage and distribution of various goods
- Planning and managing logistics, transportation and customer services
- Ensure to effectively meet cost, productivity, accuracy and timeliness targets
- Photographer and media strategist

NAOWA COLLEGE MAMBILLA BARRACKS | Abuja, Nigeria

Dec 2018 –Mar 2020

Teacher & House Parent

- Teach students while supervising their classes to ensure all students are learning in a safe and productive environment
- Establish and excellent student/Teacher relationship and also with my colleagues
- Ensure students go through their daily duties both in and out of the hostel, while making sure they're safe

PROFESSIONAL DEVELOPMENT AND TECHNICAL PROFICIENCIES

EDUCATION

2018

Bachelor of Science (B.Sc.); Geography & Geosciences

Joseph Ayo Babalola University, Ikeji. Osun State

2013

Secondary School Leaving Certificate

Babcock University High school, Ilesha Remo, Ogbu State.

PROFESSIONAL ACTIVITIES

- Customer Relationship management- AQ skill (February 2023)
- Data Analytics & Visualization with Tableau and Power BI (February 2023)

INTERESTS AND ACTIVITIES
Networking and meeting new people
Adventure and Traveling
Volunteering
Playing Board Games
Playing football
Swimming
Photography & Videography

SOCIAL MEDIA & LINKS

Instagram: iam_xerxes

LightEmUp: https://www.dropbox.com/s/38ko114etqcnbol/Light%20em%20up_1.mp4?dl=0

REFERENCES

Available on request.