

ADELOLA ADEJOKE JANE
7, Dada Bayode Street, Maradona Estate, Berger, Lagos State.
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EDUCATION

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

2014

B.A. ENGLISH

WORK EXPERIENCE,

Crestmark Technologies Limited, Lagos State

July 2021 – Till

Date

Position: Executive Assistant

Reporting Line: CFO

Responsibilities:

- Manage executive's calendars and set up meetings
- Make travel and accommodation arrangements
- Screen and direct phone calls and distribute correspondence
- Organize and maintain the office filing system
- Conduct research
- Take meeting minutes
- Sending and responding to emails and correspondence

Broadshift Technologies (VTpass.com), Lagos State

July 2019- August 2021

Position: Customer Support Representative (Team lead)

Reporting Line: Call Support Manager

Responsibilities:

- Handle customer inquiries, complaints, and payment/service requests, resolve problems, and correct errors. Calm angry callers and repair trust.
- Handle incoming calls daily, including signing up new customers and presenting relevant information.
- Resolution of customers' complaints which includes processing/cancellation of transactions.
- Became a lead "go-to" person for new reps and particularly challenging calls as one of the company's mentors and trainers of both new and established employees.
- Commended for initiative, dependability, and problem-solving in performance evaluation.
- One of the highest ranking Customer Support Reps based on customer satisfaction, resolution speed, and availability.

CONIAH SYSTEMS SUPPORTS LIMITED, Lagos State

February 2018-July 2019

Position: Client Relationship Officer.

Reporting Line: Managing Director

Responsibilities:

- Collaborated with other departments to perform professional market research to discover industry trends, target market, and customer behavior.
- Memorized entire script for company's products and services, including pricing and discount
- Built and maintained relationships with clients and business partners and worked on the implementation of customer retention campaigns.
- Managed and updated large customer databases, identified and communicated with potential customers.
- Handled customer inquiries and complaints.

Great Lives Publishing

July 2015- November 2016

Position: Editor

Reporting Line: Chief Editor

Responsibilities:

- Planned, coordinated, and revised materials for magazine publications.

TRAINNING

Academic Writing and Research Methodology

PERSONAL QUALITIES AND SKILLS

- Self-motivation
- Team player.
- Effective time manager.
- Ability to learn in a competitive enabling environment.
- Leadership quality.
- Ability to work under little or no supervision.
- Excellent Multitasking ability
- Strong listening and communication abilities

BIO-DATA:

- **Date of Birth:** 23rd January 1994.
- **Gender:** Female
- **Marital Status:** Single
- **Nationality:** Nigerian.
- **State of Origin:** Osun State

REFEREES:

This will be provided at request.