

# ADETUTU IBIDOLA ADEMEFUN

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## PROFILE

Passionate and results-driven digital marketing professional with a proven track record of driving solutions in dynamic team environments. Demonstrated expertise in customer relationship management, as well as proficiency in copyediting and meticulous proofreading manuscripts. Boasting exceptional organisation and analytical skills, adept at strategic planning, time management, and fostering productive relationships with clients, partners, and colleagues. A dedicated problem solver, fueled by a resolute passion for achieving excellence in all endeavours.

## EDUCATION

**Bachelor of Arts, History and Diplomatic Studies**

**2017-2022**

Olabisi Onabanjo University, Ago-Iwoye, Ogun State.

## WORK EXPERIENCE

**Editor | Noirledge Publishing (NYSC)**

**December 2022-September 2023**

- Assisted in typesetting literature books which made it to the longlist of The Nigeria Prize for Literature 2023.
- Worked closely with authors to refine and develop content ideas, this includes providing feedback, suggesting revisions and offering guidance to enhance the manuscript's structure, plot, character development, clarity, and overall quality.
- Performed thorough copyediting to ensure correctness in grammar, punctuations, spelling, and syntax.
- Suggested rearranging sections, improving transitions or reworking chapters to enhance the manuscript's structure and readability.
- Performed final review of the galleys to identify and correct mistakes: such as typos, inconsistencies, or formatting issues, before the publication process.
- Tutored staff members to work with the Microsoft Word review system and laying manuscripts using Corel Draw.

**Customer Care Representative | ISON Xperiences**

**April 2022-October 2022**

- Attended to customer's needs and provide customer support services.
- Interacted with customers politely and professionally.
- Persuaded customers about loans by clearing doubts and help foster positive decision-making.
- Collaborated with colleagues in ad-hoc committee which led to the execution of CSR projects and provided support in advocating resources to beneficiaries.
- Took responsibility in communicating with external stakeholders for events.

- Participated in training staff members on the use of picking calls and documenting with the CRM systems.

**Sales Attendant | BK Hairline**

**June 2016-July 2016**

- Compiled and filled all sensitive information in an accessible and organised way for organisation records.
- Assisted in documenting weekly records for efficiency and effectiveness of the business.

**VOLUNTEER EXPERIENCE**

**Campus Ambassador at International Model United Nations**

**2020**

- Co-researched on the background guide for commission on the Status of Women (CSW).
- Provided support for CSW team in terms of information and learning materials.

**PROFESSIONAL CERTIFICATION**

- Professional Certification in Customer Care Representative **2022**
- Soft Skills training at Kaiser Foundation for Social Development (KFSD) **2022**
- Soft Skills training at Jobberman **2022**
- Digital Marketing and E-commerce **2023**

**SKILLS**

- Active Collaboration
- Adobe Photoshop
- Canva
- Copyediting and Proofreading
- CorelDraw
- CRM Systems
- Customer Relationship Management
- Email Marketing
- Excellent orator with great presentation skills
- Social Media Management
- Microsoft Office

**REFEREE**

Available upon request