

Okunola Deborah

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PROFILE SUMMARY

Accomplished and goal-driven operation manager offering extensive experience with management and tactical business leadership. Offers expertise spanning business administration and change management, achieving optimal results with competent planning, organization, and solution-oriented approach while driving business growth, profitability, and strategic alliances. Diplomatic leader and analytical thinker, able to inspire and cultivate a productive working relationship with employees and partners

AREA OF EXPERTISE

Operations Management | Strategic Planning | Inventory Management | Customer Service | Project Planning | Inventory Control | Account Management | Product Lifecycle | Management | People Management | Planning And Strategy | Customer And Client Relations | Budgeting | Reporting And Auditing | Creative | Critical Thinking | Communication | Analysis | Public Speaking | Teamwork | Project Management | Market Analysis | Business Development | Creative Development | Inter-Departmental Relationships | Leadership And Team Building | Decision Making | Highly Organized | Planning And Execution | Operations Management

PROFESSIONAL SKILLS

1. Capable of managing multiple projects and prioritizing responsibilities while maintaining a high level of accuracy and attention to detail.
2. Tenacity and drive to seek new business and meet or exceed targets
3. Teamworking skills and a collaborative approach to work
4. Project management and organizational skills
5. A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment
6. Initiative and the confidence to start things from scratch.
7. Interpersonal skills for building and developing relationships with clients
8. An excellent telephone manner for making initial contact and for ongoing communication with customers and business associates

CAREER HISTORY

Teacher@ cedar hills private school

Oct/2022 -

December/2022

Calibrate

- Effective communication with parents
- Effective communication with the pupils to help them learn faster and better
- Creating a relaxing a.d fun learning environment for the pupils by improvising and paying attention to there creative side
- Overseeing school project and leading my group to success

Secretary @ fred homes realtor

Jan 2021-oct 2021

Calibrate

9. Coordinated cross-functionally to ensure the inquiry/escalation is fully resolved in a customer satisfactory timeframe, then communicated the resolution both verbally and through written communication with the member/customer
10. Identified gaps between customer needs and internal processes to ensure the optimal end-to-end customer experience
11. Supported the customer by resolving questions concerning their estates and implemented creative solutions to meet their needs and deliver a world-class experience
12. Developed highly empathetic client relationships and earned a reputation for exceeding goals.
13. Developed, marketed, and implemented program plans to increase program participation.

14. Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, and actions are taken.
15. Referred unresolved customer grievances to designated departments for further investigation.

Business manager@ Gpleads inc.

Jan 2020-jan 2021

- Overseeing the inflow and outflow of goods
- Supervising the activities of other workers in the company
- Creating a conducive and good spring atmosphere for my co workers

Taking stock records and monitoring of companies operation

Cashier @ medisa discount pharmacy

March 2019-september 2020

- Accounting and taking records of goods coming in and going out
- Stalking of receipt and recording of dates of stock intake

Freenlance writer

EDUCATION

Center for distance learning obafemi Awolowo university

Aug 2022

- A level certificate

Dove tasty international

September 2020

- Certificate in catering and hospitality

CERTIFICATIONS

- Catering and hospitality
- Graphic designing

VOLUNTEER EXPERIENCE

World orphanage outreach

Mental health institute

Food tournament

2020