

LAWAL, ISMAIL OMOTAYO

Ekerin, Ologuneru road Ibadan, Oyo State.

Mobile: (+234)7015470432 (+234)7067204816

Email: lawalismail90@gmail.com

Professional Profile

A committed and driven B.Ed. Business Education Graduate with sound understanding of Business Education, coupled with vast knowledge in information and communication technology, utilizes sound organization and planning skills to deliver assignments within set time-frames and to a high-quality standard. Also possess a strong leadership quality, team player, excellent communication and interpersonal skills, creative and analytical thinking ability.

Education and Qualifications

B.Ed. Business Education (Olabisi Onabanjo University, Ago-Iwoye, Ogun-State)2018

Dip. Industrial and Labour Relations (Olabisi Onabanjo University, Ago-Iwoye, Ogun-State)2016

SSCE WAEC/NECO (Happy Day College ,Ijebu Ode, Ogun State) 2012

Other Certification: • National Youth Service(NYSC) Discharge Certificate–2020

Graduate Research:

- Achievementsstrivingandcreativityfosteringbehavioraspredictors ofteachersamongsecondaryschoolstudents–2018
-

Experiences

2021 TILL DATE CUSTOMER FULFILMENT EXPERT (DITITAL BANKING), UNITED BANK FOR AFRICA, No 57 Marina, Lagos Island,

Lagos. Here, I was given the task of driving customers' satisfaction by attending to all complaints, enquiries and requests virtually. Attentions are given through telephone calls, multimedia, video validation, telemarketing and all social media. Also, swift attention are giving to customers complaints on card blocking and fraud related issues also in cases of erroneous and business gone bad.

2020–2021 Sales & Service Executive, Union Bank Of Nigeria Plc, No 36, Marina, stallion plazaLagos.

Here, I was given the task of driving banks digital solutions across board. Sales of other bank products in other to increase customer retention and deposit mobilization.

2019–2020 TEACHER (NYSC),Christ Church High School, Orita Aperin, Ibadan, OyoState.

At this school, I taught Business Studies, prepared lesson plans and curriculum, coordinated practical sections, administered tests/examinations and evaluated results. I also assisted with the smooth running of the school by working with the administrative units of the school. This school served as my place of primaryassignmentduringmy1-yearof NYSC.

2016–2017 CLERICAL OFFICER, Legal Unit, Olabisi Onabanjo University, Ago Iwoye, OgunState.

Here, I was responsible for welcoming clients to the unit, answering of calls and taking messages and mails also replying them. I maintained diaries and arranged appointments, organized and serviced meetings. I also managed data bases and lastly, implemented new procedures and administrative systems.

2013–2016 TEACHER, The Fortress College, Ijebu-Ode, OgunState.

Here, I taught English Business Studies, prepared lesson plans and curriculum, coordinated practical sections, administered tests

/examinations and evaluated results. I also assisted with the smooth running of the school by working with the administrative units of the school.

Volunteering Experiences

- Independent Monitor, World Health Organization Immunization Outbreak ResponseTeam.

Training/Workshops Attended

- Citizenship and leadership training at Sea School, Apapa, Lagos State. 2011

Leadership Roles

- Corps Liaison/Public Relations Officer, Ibadan South East Local Government Area, Ibadan, Oyo State. 2019–2020
- Welfare Officer, Educational Management Business Students Association, OOU Chapter. 2018

Personal Skills

- Initiative Planning
- Problem Solving Leadership
- Adaptability Presentation
- Research Creativity
- Time Management Calculative.

Key I.T. Skills

- Digital Content Development (social media, Microsoft Office blogs, etc.)
- Online Sales and Marketing
- Call Center Operations (Customer Service Support).

Other/Personal Details

Interests include: Researching, listening to music, playing football, traveling, teaching, reading and writing.

Date of Birth: 10th May, 1994 State of Origin: Ogun.

REFERENCES:

DR. B. O. ADEKOLA Senior
Lecturer,
Faculty of Education,
Olabisi Onabanjo University, Ago Iwoye, Ogun State.
08055119721

MR ADEWALE ALLI TAOFEEK

Proprietor,

The Fortress college, Imosan road via ijebu-ode, Ogun
State. 08055912497