

ADEMOLA, OLAYINKA RALIAT

Client Services Executive

Personal Info

Address:

29, Deji Adeoye Street,
Mafoluku, Oshodi, Lagos
State.

Gender:

Female

Phone:

08068997267,09020539375

Email

alatisheyinka@yahoo.com

Skills

Conflict Mediator

Project Manager

Enthusiastic Leader

Creative Designer

Marketing Strategist

Accomplished

Communicator

Technologically savvy

Event Manager

Innovator

Software

Corel Draw

Microsoft Excel

Microsoft Word

Microsoft Powerpoint

Languages

English

Yoruba

PROFESSIONAL SUMMARY

Client Services Executive with over **4 years** of experience well versed in solving customers' and clients' problems.

Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident conflict mediator with a proven ability to reach solutions that are beneficial for both customer and company.

Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

Enthusiastic and personable individual who enjoys working with people and building long-lasting relationship and product loyalty.

EXPERIENCE

Uber Sponsorships and Talent Mgt, Lekki, Lagos.

Oct 2017 – Mar 2018

Responsibility: (Operations Executive)

- Meeting stakeholders needs, managing renewals and negotiations.
- Overseeing communication with sponsorship strategy and leverage planning.
- Talent management and project supervision.
- Analysing and improving organizational processes, and work to improve quality of service.
- Responsible for ensuring appropriate invoice instructions and liaise with key account, sponsor/partner, and finance department regarding payment.
- Responsible for all administrative duties such as maintenance of office facilities, inventory supplies and monitoring performance metrics.

Gofi Technologies Ltd, Ikeja, Lagos.

Nov 2016 – Sept 2017

Responsibility: (Administrative Officer)

- Managing office supplies stock and placing orders.
- Oversee business activities, staff welfare, office facilities and its maintenance.
- Preparing regular financial and administrative reports.
- Administration of company databases.
- Update office policies and procedures as needed.
- Schedule in-house and external events.
- Preparing travel arrangement for office staff and managers.
- Assisting the HR department with job postings and interviews.

Black House Media, Ikeja, Lagos.

Jan 2016 – May 2016

Responsibility: (Social Media Trainee)

- Strategize on clients' goals and projection of brand identity on all social media platforms.
- Manage program contents, receive any complaints and monitoring contracts till execution
- Generate, edit, publish and share daily content that build meaningful connections and encourages community members to take action.
- Set up and optimize company pages within each platform to increase the visibility of company's social content.
- Moderate all user-generated content in line with the moderation policy for each community.
- Create editorial calendars and syndication schedules.

First Class Entertainment, Ikeja, Lagos.

Feb 2014 – Dec 2015

Responsibility: (Client Services Officer)

- Responsible for the overall integrity and coherence of the company's product and brand.
- Identify areas for process and client service improvements on an on-going basis and in line with business, market and product developments.
- Assist with paid media, including liaising with advertising agencies.
- Contribute to social media engagement and brand awareness campaigns. Provide accurate reports and analysis to clients and company management to demonstrate effective return on investment (ROI).
- Developing new programs to support the strategic direction of the organisation.
- Developing a budget and operating plan for the brand.
- Managed events and product launch strategy.
- Supervision of projects till execution.
- Marketing of company's brand and follow-up on payment of jobs that has been carried out.

Home Health Educational Services, Cape Coast, Ghana.

May 2011 – Sept 2011

Responsibility: (Marketer/Sales Representative)

- Moving products from the company store and transporting it to sales locations.
- Organizing seminars and showcasing product for awareness.
- Supplying goods to customers on request and ensuring prompt payments as at when due.
- Collecting cash/cheque from customers on behalf of the company and remitting into company's account.
- Determine pricing based on product demand and supply.
- Aid in new product development and critique market trends.
- Getting feedbacks from clients on literatures purchased.

EDUCATIONAL BACKGROUND

2017-2019	University of Lagos, Akoka. (Masters of Public and International Affairs) Second Class Upper
2008-2012	Babcock University, Ilisan-Remo, Ogun state. (B. A. Hons. in English Studies) Second Class Upper
2000-2006	Our Lady of Apostles Secondary School, Ijebu-Ode, Ogun state. (Secondary School Leaving Certificate)
1992-2000	Real Cornerstone Int'l Children Academy, Owode, Mile 12, Lagos. (First School Leaving Certificate.)
2012-2013	National Youth Service Corps St. Joseph Girls' Secondary Schl, Nimo, Njikoka LGA, Anambra.

PROFESSIONAL CERTIFICATION

2013-Date	Institute of Public Diplomacy and Management Proficiency certificate in Public Relation (Graduate Member)
2008-2012	New Horizons Computer Learning Centre, Babcock University, Ilisan-Remo. (Diploma in Desktop Publishing, Ms-Word, Ms-Excel, Ms-Powerpoint and Ec-Council Customer Relationship Management.)

INTERESTS

Reading, Travelling and Playing Scrabbles.

REFEREES

Available on request