

AKAMO SEMIAT KANYINSOLA

15, Manner Street, Agbelekale, Abule Egba, Lagos State.

Tel: +2349069206596

Email: akamokayinsola16@gmail.com

PROFESSIONAL SUMMARY

Competent and results – driven professional with extensive in sales, human resources and teaching. Skilled at exceeding sales target, driving revenue growth and developing strong client relationship. Demonstrates exceptional communication, leadership and problem – solving abilities. Looking to join a growing organization where I can effectively deploy my skills and expertise while achieving organizational goals.

PROFESSIONAL EXPERIENCE

- ❖ **Teleperformance, VI Lagos Nigeria** 2026
Customer Service Representative
 - Excellent Customer Service and Relationship Management
 - Strong communication and Interpersonal Skills
 - Problem Solving and Conflict resolution
 - Ability to work under pressure and meet targets
 - Attention to Detail and Accuracy
 - Team collaboration and Adaptability
- ❖ **Victorious Schools** 2024 – 2025
Subject Teacher (NYSC)
- ❖ **Film House Cinemas, Lekki, Lagos Nigeria** 2024 – 2025
Team Member
 - Provide excellent Customer service.
 - Quick response to queries and resolving issues
 - Handle cash, credit cash transactions and mobile payments.
 - Collaborate with colleagues to achieve sales targets and customer satisfaction.
- ❖ **Zilt Investment Limited, Ibadan, Nigeria** 2024
Sales Representative
 - Successfully implemented a proactive strategy which resulted in a 90% increase in customer retention.
 - Contributed to 40% annual revenue growth by identifying and capitalizing on emerging market trends and opportunities.
 - Implemented a new customer feedback system, which lead to a 70% increase in positive feedback.
 - Achieved a 95% customer retention rate through exceptional relationship management and follow – up strategies.
 - Developed and nurtured long - term client relationship.
 - Initiated customer loyalty program which resulted in a 50% increase in customer retention.
- ❖ **Obic Digital World, Ogun, Nigeria** 2023 – 2024
Typist
 - Implemented quick and resolute typing technique which resulted to swift customer satisfaction.
 - Enhanced the ability to multi – task and create a peaceful environment with esteemed clients.
 - Facilitated the establishment of computer training school for inculcating computer skills in youths and children.

- ❖ **Honey kitchen & Confectionery, Lagos** 2022 – 2023
Customer Service Representative
- Excellent communication and interpersonal skills for engaging with diverse customers.
 - Team – oriented with a collaborative approach to achieving service goals.
 - Ability to multitask effectively during peak services hours.

PROFESSIONAL CERIFICATE

- Human Resources Management
- NYSC Discharge Certificate (August 2025)

EDUCATION

- ❖ **BSC. ED AGRICULTURAL PRODUCTION & MANAGEMENT SCIENCE**
Institute: Tai Solarin University of Education, Ogun, Nigeria. 2019 – 2023
- ❖ **SENIOR SECONDARY CERTIFICATE EXAMINATION**
Institute: Success Circle Comprehensive College, Ogun, Nigeria. 2011 – 2017
- ❖ **FIRST SCHOOL LEAVING CERTIFICATE**
Institute: Al – Uloom Nursery & Primary School, Lagos, Nigeria. 2005. – 2011

AREAS OF EXPERTISE

- Proficiency in the use of Microsoft office suite
- Effective communication skills with great written and verbal communication.
- Excellent attention to detail with great ability for detailed inspection.
- Excellent leadership with great ability to manage a team.
- Excellent interpersonal skills with great ability to work well in a team.
- Great management skill with excellent ability to put order where none existed.
- Problem solving skills with great ability to proffer solutions to complex situations

HOBBIES

- Reading and writing

REFEREES

- Available on Request