

ADEDAYO, OLUWATOFUNMI SIMILOLUWA

4, Wuraola Botu Close, Off Aina Obembe Street, Oluwaga, Ipaja, Lagos

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PROFESSIONAL SUMMARY

Motivated and impact-driven Social Sciences Education graduate with experience in human resources support, customer relations, and administrative coordination. Passionate about education, youth development, and social impact initiatives. Skilled in communication, stakeholder engagement, organization, and teamwork, with a strong commitment to contributing meaningfully to community development through volunteer service.

WORK EXPERIENCE

AMBASSADORS SCHOOL — Human Resources Intern | January 2026 – Present

- Assist with recruitment and onboarding support for new staff
- Maintain and organize employee records and HR documentation
- Support internal communication and administrative coordination
- Assist in staff welfare and engagement activities
- Provide administrative support to the HR department under senior HR supervision

SOLEXKOLLEKIONZ — Customer Care Representative | January 2024 – May 2025

- Delivered customer support across phone, email, and social platforms
- Resolved customer complaints while maintaining client satisfaction
- Processed orders, refunds, and account inquiries accurately
- Compiled customer feedback reports to improve service delivery
- Strengthened customer relationships through effective communication

JUMADE ENTERPRISE — Sales Representative | June 2020 – November 2023

- Built and maintained strong client relationships
- Identified customer needs and recommended suitable solutions
- Maintained accurate records and transaction documentation
- Collaborated with team members to improve customer retention

EDUCATION

B.A.Ed Social Sciences Education (Second Class Upper), University of Ilorin — 2025

WAEC Senior School Certificate, Model Senior College, Agbowo-Ikosi, Lagos State — 2019

CERTIFICATIONS

Certificate of Social Work Practice: Advocating Social Justice and Change

CORE SKILLS

- Human Resources Administration
- Communication and Interpersonal Skills
- Microsoft Office Suite
- Team Collaboration
- Administrative Coordination
- Customer Service
- Social Media and Internet Proficiency
- Problem Solving and Organization

COMMUNITY IMPACT INTERESTS

- Youth Empowerment
- Educational Advocacy
- Community Development
- Volunteer Service