

Adenugba Adetola Adetayo



Contact

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Languages

English

Yoruba

Hobbies

Reading

Teaching

Meeting New People

Designing

Technology Research

Certificates

Customer service

Leadership

Summary

Customer Service Representative: Highly motivated and customer-focused professional with over 3 years of experience in providing exceptional customer service. Skilled in handling customer inquiries resolving complaints and ensuring customer satisfaction. Proven ability to multitask and work in a fast-paced environment. Excellent communication and problem-solving skills.

Front Desk Officer: Dedicated and organized front desk officer with 2 years of experience in managing front desk operations. Proficient in handling phone calls scheduling appointments and managing administrative tasks. Strong interpersonal skills and ability to maintain a professional and welcoming demeanor. Proven track record of providing excellent customer service and resolving customer issues.

Store/Restaurant Manager: Results-driven and experienced store/restaurant manager with 2 years of experience in the retail and food service industry. Skilled in managing inventory training and supervising staff and ensuring smooth operations. Proven ability to increase sales and customer satisfaction through effective leadership and strategic planning. Strong communication and problem-solving skills.

Teaching: Passionate and dedicated teacher with 2 years of experience in teaching elementary students. Skilled in creating engaging lesson plans managing classroom behavior and assessing student progress. Strong knowledge of curriculum development and implementation. Excellent communication and interpersonal skills with a proven ability to build positive relationships with students parents and colleagues.

Skill Highlight

. **Communication Skills:** As a customer service representative, front desk officer, store or restaurant manager, or teacher, it is essential to have excellent communication skills to effectively interact with customers, clients, students, and colleagues.

. **Problem-Solving Skills:** These roles require the ability to think on your feet and come up with solutions to various issues that may arise. This could include handling customer complaints, managing difficult situations, or finding ways to improve processes.

. **Time Management:** Managing time efficiently is crucial in these roles, as there are often multiple tasks and responsibilities to juggle. Being able to prioritize and meet deadlines is essential.

. **Interpersonal Skills:** Building and maintaining positive relationships with customers, clients, students, and colleagues is essential in these roles. This includes being friendly, approachable, and empathetic.

. **Multitasking:** As a customer service representative, front desk officer, store or restaurant manager, or teacher, you may have to handle multiple tasks simultaneously. Being able to multitask efficiently is a valuable skill in these roles.

. **Attention to Detail:** Paying attention to detail is crucial in these roles, as even small mistakes can have a significant impact on customer satisfaction, business operations, or student learning.

. **Conflict Resolution:** In any customer-facing role, conflicts are bound to arise. Having the ability to handle conflicts calmly and find a resolution that satisfies all parties involved is a valuable skill.

. **Product Knowledge:** As a store or restaurant manager, it is essential to have a thorough understanding of the products or services offered. As a teacher, having a deep knowledge of the subject matter is crucial for effectively teaching students.

. **Computer Skills:** In today's digital age, having basic computer skills is a must for any customer service representative, front desk officer, store or restaurant

manager, or teacher. This includes proficiency in using email, word processing, and other relevant software.

. Adaptability: These roles often require the ability to adapt to changing situations and environments. This could include adjusting to new policies, procedures, or customer needs.

. Teamwork: Working well with others is essential in these roles, as you may have to collaborate with colleagues, students, or other team members to achieve common goals.

. Sales Skills: As a customer service representative, front desk officer, or store or restaurant manager, having sales skills can help in upselling products or services and increasing revenue.

. Patience: Dealing with difficult customers, students, or colleagues can be challenging, and having patience is crucial in maintaining a professional and positive attitude.

. Leadership Skills: As a store or restaurant manager or teacher, having strong leadership skills is essential for managing and motivating a team to achieve goals and objectives.

. Empathy: Being able to understand and relate to the needs and concerns of customers, clients, students, and colleagues is crucial in providing excellent service and building strong relationships.

Experience

A class teacher (Teaching Practice) January 2017 - June 2017
Matsunny Montessori nursery and primary school

- . Plan and deliver engaging and effective lessons to students in accordance with the curriculum and school guidelines.
 - . Create a positive and inclusive learning environment that promotes student participation and academic growth.
 - . Assess and monitor student progress through various methods such as tests, quizzes, and assignments.
 - . Provide individualized support and guidance to students to help them achieve their academic goals.
 - . Collaborate with other teachers and school staff to develop and implement strategies for student success.
 - . Communicate regularly with parents or guardians to discuss student progress and address any concerns.
 - . Maintain accurate and organized records of student attendance, grades, and behavior.
 - . Create and implement classroom management strategies to ensure a safe and productive learning environment.
 - . Participate in professional development opportunities to enhance teaching skills and stay updated on educational trends.
- . Foster a positive and respectful relationship with students, colleagues, and parents to promote a supportive learning community.

Teaching job October 2017 - August 2018
Tam nursery and primary school

- Develop and implement lesson plans that meet the needs of all students
- Assess student performance and progress
- Create a positive learning environment
- Establish and maintain positive relationships with students, parents, and colleagues
- Utilize a variety of instructional techniques and strategies

- Monitor student behavior and provide appropriate guidance
- Participate in professional development activities
- Maintain accurate and complete records of student progress
- Collaborate with other teachers and administrators in the development, evaluation, and revision of curriculum
- Utilize technology to enhance instruction
- Participate in extracurricular activities such as clubs, sports, and field trips

Customer service Representative
Domino's Pizza

August 2018 - June 2021

- Respond to customer inquiries in a timely and professional manner
- Provide accurate information about products and services
- Process orders, forms, applications, and requests
- Handle customer complaints and resolve issues
- Identify and escalate priority issues
- Document customer interactions and transactions
- Follow up with customers to ensure satisfaction
- Develop and maintain a knowledge base of the evolving products and services
- Stay up-to-date with product and service information

Customer service Representative
Chat hub Nigeria

June 2021 - July 2022

- Respond to customer inquiries in a timely and professional manner
- Provide accurate information about products and services
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Teaching Personnel
Bab-Dab global technology

January 2022 - June 2022

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- Assist the teacher in preparing lesson materials and activities
- Provide one-on-one or small group support to students who need extra help
- Monitor student behavior and maintain classroom discipline
- Grade assignments and provide feedback to students
- Help with classroom management and organization
- Assist in setting up and cleaning up classroom materials and equipment
- Attend staff meetings and participate in professional development opportunities
- Communicate with parents and guardians about student progress and behavior
- Collaborate with the teacher to create and implement lesson plans
- Supervise students during lunch, recess, and other non-instructional times.

Store recorder
Sweet sensation confectionaries

May 2022 - November 2022

- Accurately record and track inventory levels of all products in the store
- Monitor and update inventory system to reflect current stock levels
- Conduct regular inventory audits to identify discrepancies and resolve any issues
- Receive and process incoming shipments, ensuring all items are properly recorded and stored
- Collaborate with purchasing department to ensure timely and accurate restocking of products
- Maintain organized and efficient storage areas for easy access and retrieval of products
- Prepare and submit inventory reports to management on a regular basis

- Monitor and track product expiration dates and coordinate with appropriate departments for timely removal and replacement
- Assist with physical inventory counts and reconciliations
- Communicate with vendors and suppliers regarding inventory levels and orders
- Train and supervise other store employees on proper inventory recording and management procedures.

Education

NCE | Primary Education

December 2014 - September 2017

Federal College of Education Osiele Abeokuta

B.Ed. | Childhood Education/Health Education

January 2021 - July 2024

Tai Solarin University of Education

