

Odunyemi Akinlolu Joseph

03, Ajegunle street, Ilupeju, Palmgroove bus stop, Lagos, Nigeria

Phone No: +2348051401434, +2348177073463, **Email:**

odunyemiakinlolu@gmail.com

PROFESSIONAL SUMMARY

A motivated, result-oriented and productive graduate of Sociology and Anthropology with hand-on experience in administrative support, customer service, sales, and academic project writing. Possesses strong communication, organizational, and problem-solving skills developed through work-study experience in a university senate office, customer service roles, and technical support environments. Seeking an opportunity to contribute effectively to an organization while continuing to develop professional and analytical skills.

EDUCATION

Obafemi Awolowo University, Ile-Ife, Osun, Nigeria

2025

Bachelor of Science (B.Sc.) in sociology and Anthropology

Final Grade: Second class (upper)

GPA:3.91/5.0

Thesis Title:

Personal Factors determining voluntary Participation in Campus Social Event Among Undergraduate Students of Obafemi Awolowo University, Ile-Ife, Nigeria

PROFESSIONAL SKILLS AND COMPETENCES

Administrative & Office skills: Records management, official correspondence, document filing, meeting scheduling, data entry, Calendar Management, Email Management, Google Workspace. | **Customer Service & Sales Skills:** Customer relations, complaint handling, sales assistance, product promotion, client engagement, after-sales support, CRM Systems, Team Collaboration, Customer Relationship Management (CRM) | **Academic & Research Skills:** project and long essay writing, literature review, academic research, proof reading and editing, referencing and citation. | **Technical & Software Skills:** Basic laptop software troubleshooting, software installation support, Microsoft Word, Excel, PowerPoint | **Personal Strengths:** Excellent communication skills, attention to detail, time management, adaptability, problem-solving ability.

RESEARCH EXPERIENCE

Undergraduate Researcher, Department of Sociology and Anthropology

Obafemi Awolowo University, Ile-Ife, Nigeria

2024-2025

- Conducted sociological research on voluntary participation of student in campus social event as part of undergraduate degree requirement

WORK EXPERIENCE

Customer Sales Representative

Afkit | Obafemi Awolowo University new market

[2025 – 2026]

- Attended to customer inquiries and complaints regarding laptop sales and services.
- Provided basic technical support related to software issues on laptops.
- Assisted customers with product information, troubleshooting, and after-sales support.
- Maintained positive customer relationships and ensured customer satisfaction.
- Worked closely with technical teams to resolve software-related issues efficiently.
- Resolved customer complaints while maintaining a high level of customer satisfaction.
- Managed daily store operations and supervised staff.
- Assisted in improving customer experience through effective after-sales support.

Manager / Customer Service & Technical Operations Manager

Afkit | Obafemi Awolowo University new market

[2025 - 2026]

- Oversee daily operations of the store, ensuring smooth sales and service delivery.
- Manage customer relationships, resolve complaints, and ensure high customer satisfaction.
- Supervise and coordinate staff activities, ensuring efficiency and productivity.
- Provide guidance on laptop sales, product selection, and after-sales support.
- Oversee basic technical support services, including software troubleshooting and system assistance.
- Monitor sales performance and implement strategies to improve revenue generation.
- Maintain accurate records of sales, inventory, and customer interactions.
- Ensure proper communication between the physical store and online platform operations.
- Train and support new staff on customer service and product knowledge.
- Contribute to business growth strategies and brand development initiatives.

Verification Officer

360Verify | Remote

2024– Present

- Conduct address verification for individuals and businesses.
- Verify educational certificates and other supporting documents for authenticity.
- Carry out identity verification and background checks based on client requirements.
- Review and validate submitted documents to ensure accuracy and compliance.
- Prepare detailed verification reports and submit findings within deadlines.

- Maintain confidentiality while handling sensitive personal and organizational information.
- Communicate verification outcomes with internal teams and follow company procedures.

Sales Representative

Bazaar Mall | Ikeja City mall

[2018-2019]

- Assisted customers in selecting products and provided accurate product information.
- Promoted sales and maintained good customer relationships.
- Handled transactions and ensured proper documentation of sales records.
- Contributed to achieving daily and monthly sales targets.

Administrative Assistant (Work-Study Program)

University Senate Office | Obafemi Awolowo University

2020 - 2023

- Drafted and typed official letters and internal documents.
- Assisted with general administrative and clerical duties.
- Delivered official documents to lecturers and relevant university offices.
- Maintained records, files, and confidential documents.
- Assisted in scheduling meetings and planning official activities.
- Supported senior staff with various office tasks as required.

Academic Project & Long Essay Writer (Freelance)

Self-Employed

[2023 – Present]

- Conduct academic research and write undergraduate projects and long essays.
- Assist students with topic development, literature review, and analysis.
- Ensure proper academic structure, referencing, and originality of work.

- Edit and proofread academic materials to meet institutional standards.

ADDITIONAL INFORMATION

- Strong ability to adapt to different work environments
- Ability to work independently and as part of a team
- Good ethical standards and respect for confidentiality