

ALAWODE OLAMIDE OLUWAPELUMI

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Professional Summary

Personable and detail-oriented Customer Service and Office Support professional with hands-on experience across retail, hospitality-adjacent services, and administrative environments. Skilled at engaging customers, resolving inquiries, managing point-of-sale transactions, and maintaining smooth front-desk and back-office operations. A Mass Communication graduate with additional professional certification in Human Resources Management, bringing strong communication, organizational, and people-management skills to any customer-facing or administrative role. Reliable, adaptable, and driven to deliver excellent service while supporting overall business efficiency.

Key Strength and Skills

• Customer Service & Client Relations • Front-Desk & Office Administration • Microsoft Office Suite & Excel • Data Entry & Data Analysis	• Point-of-Sale (POS) Transactions • Complaint Resolution & Problem-Solving • Social Media & Promotions Support • Verbal & Written Communication	• Inventory & Stock Management • Appointment & Records Management • Team Collaboration & Multitasking • Time Management & Organization
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Professional Experience

BABIES STORE COMPLEX Aina Street, Lagos <i>Customer Service Representative</i> (May 2024 – Sept. 2025)	Achievement • Assisted customers in selecting baby essentials, providing personalized, knowledgeable service on safe and age-appropriate items. • Achieved monthly sales targets by promoting new arrivals, bundle offers and seasonal discounts. • Handled point-of-sale transactions, returns and exchanges with accuracy and professionalism. • Organized product displays and monitored inventory levels, liaising with suppliers to prevent stockouts.
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DAVIFY LAUNDRY AND DRY-CLEANING SERVICE | Magodo Road, Lagos

Customer Service Representative

(Feb 2020 – Aug 2023)

Achievement

- Managed client inquiries and bookings, ensuring prompt and professional front-desk support.
- Educated customers on fabric care and recommended suitable cleaning packages.
- Supported marketing campaigns including flyer distribution, social media promotions and loyalty programs.
- Monitored inventory of packaging materials and ensured smooth day-to-day front-desk operations.

Education

Joseph Ayo Babalola University | Ikeji-Arakeji, Osun State, Nigeria

B.Sc. Mass Communication (2023)

Certifications

- 📄 **Associate Member** – Chartered Institute of Human Resources Management (CIHRM)
- 📄 **Post Graduate Diploma in Human Resources Management** – HRM Professional and Certificate Institute
- 📄 **Certified Personnel Manager** – HRM Professional and Certificate Institute
- 📄 **National Youth Service Corps (NYSC)** – Certificate of National Service

Personal Qualities

- ✓ **Attention to Detail** – Consistently accurate in customer information and data recording.
- ✓ **Observant & Safety-Conscious** – Quick to identify complaints and ensure prompt resolution.
- ✓ **Strong Communication Skills** – Comfortable liaising with customers, clients and operations teams.
- ✓ **Enthusiastic & Open to Learning** – Eager to grow within the any organization fields.

References

Available on request.