

OLUGBEMI OMOTAYO MOPELOLA

Lagos State, Nigeria | +234 9116200209 | olugbemimopelola1212@gmail.com |

PROFILE SUMMARY

Resourceful and detail-oriented professional with a strong academic foundation in Microbiology and Science Laboratory Technology, complemented by hands-on experience in customer service and tailoring. Skilled in delivering excellent customer support, effective communication, and problem-solving in fast-paced environments. Proven ability to manage multiple responsibilities, work under pressure, and maintain high standards of service delivery. Committed to contributing positively to organizational growth through efficiency, teamwork, and dedication.

EDUCATION

Gateway ICT Polytechnic
Higher National Diploma
Microbiology

Saapade, Ogun state
2026

WORK EXPERIENCE

Mafaag Rise limited.
Customer Service

Lagos state
2021 - 2024

- Attended to customers' enquiries and requests professionally.
- * Maintained good relationships with customers through effective communication.
- * Handled customer complaints and worked towards satisfactory resolutions.
- * Supported daily customer service operations..

B-Square Perfect Touch, Lagos
Seamstress

Lagos state
2016 - 2020

- Designed, sewed, and altered outfits according to customers' specifications.
- * Took accurate measurements and ensured proper fitting of outfits.
- * Communicated effectively with customers to understand their preferences and requirements.
- * Managed multiple orders while meeting agreed deadlines.
- * Maintained high standards of quality and customer satisfaction.

KEY SKILLS

- Customer Relationship Management
- Sales and Business Development
- Ability to Work Under Pressure
- Interpersonal Skills
- Attention to Detail
- Tailoring and Garment Production
- Communication & Negotiation
- Product Promotion & Cross-Selling
- Client Acquisition & Retention

REFERENCES

Available on Request