

Morufat Abolarinde Ajoke.

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Career Objective

To secure a sales role in a dynamic organization that values innovation & customer satisfaction, allowing me to leverage my product knowledge and relationship-building skills to achieve sales & customer-relation excellence.

Skills

- Problem-solving
- Self-Motivated
- Active Listening
- Computer Literacy
- Teamwork
- Critical Thinking
- Effective Communication
- Customer Service
- Record Keeping
- Public Speaking.

Work history.

Time Oak Hotel, Lagos State, Nigeria.

September 2024 - January 2026

Position: Store Inventory / Purchaser

- Resolving issues, and maintaining supplier relationships.
- Regular counts and record-keeping, optimizing storage, preventing loss, and maintaining a tidy records.
- Managing purchase orders, monitoring inventory, coordinating deliveries.
- Negotiating and buying necessary goods and services for the organization
- Focus on best value (quality, price, delivery) by researching vendors

Omnibiz, Oyo state,

January 2023 - 2024.

Position: Sales Representative (Telesales/Online sales)

- Identify and access customers' needs to achieve satisfaction.
- Resolved customer complaints promptly and professionally to enhance customer

loyalty.

- Build sustainable relationships with customer through open and interactive communication.
- Meet Personal/customer service team sales target. Keep records of customers interactions, and communication procedures.
- Constant relationship with customers to define alternative needs that meet their satisfaction.
- Holding regular meetings with colleagues and other departmental staff on promoting business developments.
- Reporting unresolved issues to the line managers.
- Managing temperamental customers.

MTN Nigeria, Ilorin, Nigeria

January 2022 - September 2023

Position: Customer Relations Officer

- Responding to customer inquiries and complaints in a timely and professional manner, addressing issues to ensure customer satisfaction.
- Developing and nurturing long-term relationships with customers to enhance loyalty and retention.
- Gathering customer feedback through surveys, reviews, and direct interactions to improve services and products.
- Identifying recurring issues and implementing effective solutions to prevent future occurrences.
- Analyzing customer interactions and trends to report findings to line manager and suggest improvements to processes.
- Maintaining accurate records of customer interactions, transactions, and communications for future reference.
- Handling difficult situations and resolving conflicts with tact and diplomacy, ensuring customer concerns are addressed appropriately.
- Ensuring customer interactions align with the company's values and mission, fostering a positive brand image.

Sword of Liberation Academy, Edo State, Nigeria.

March 2021 -February 2022

Position: Class teacher (NYSC)

- Designing and implementing lesson plans that align with the curriculum and meet the diverse needs of students.
- Delivering engaging and effective instructional lessons in a variety of topics, utilizing different teaching methods to accommodate various learning styles.

- Establishing and maintaining a positive classroom environment conducive to learning, managing student behavior, and ensuring discipline.
- Assessing student progress through tests, assignments, and other evaluations, providing feedback to students and parents, and maintaining accurate records of student performance.
- Identifying and supporting students who may have learning difficulties or require additional assistance, providing differentiated instruction when necessary.
- Regularly communicating with parents about their child's progress, behavior, and any concerns, fostering a strong partnership between home and school.
- in ongoing professional development, including workshops, conferences, and training sessions to enhance teaching skills.

Highland Hotel, Lagos State, Nigeria

June 2019

Position: Receptionist

- Welcome guest and take down information
- Manage guests and booking reservation
- Attend to their questions and deal with their complaints
- Recording and monitoring of Hotel booking

Education

- October 2021

NYSC. Benin City, Edo State, Nigeria

- September 2019

Higher National Diploma (HND) – Agriculture

Samaru College of Agriculture, Ahmadu Bello, Zaria, Nigeria

- August 2016

National Diploma (ND) -

Kwara State Polytechnic, Ilorin, Kwara State, Nigeria

Referee:

Mr. Ishola Bolaji,
Lexcel Products & Packaging Ltd,
08038420943.

Mrs. Bello Mutiat Olaide
United Bank for Africa,
08132471569.