

ODEDIRAN OLAJUMOKE OLUWAFERANMI

CUSTOMER SERVICE REPRESENTATIVE | ADMINISTRATIVE OFFICER

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PROFESSIONAL SUMMARY

Results-driven Political Science graduate from Ekiti State University with a strong background in administrative support, customer relations, stakeholder engagement, and records management. Demonstrated leadership experience through service as Welfare Director, NYSC CDS Treasurer, and member of the NYSC Orientation Camp Media Team. Skilled in communication, problem-solving, data management, and organizational coordination, with training in Data Analysis and Entrepreneurship. Proficient in Microsoft Excel and committed to delivering exceptional customer experiences while supporting organizational efficiency and growth.

CORE COMPETENCIES

Customer Service & Client Relations, Administrative Support, Records & Documentation Management, Microsoft Excel, Data Entry & Information Management, Effective Communication, Team Collaboration, Report Writing, Problem Solving, Time Management, Organizational Skills, Stakeholder Engagement.

PROFESSIONAL EXPERIENCE

Administrative Support Officer – Antat^{IV} Schools (2026)

- Supported daily administrative operations, ensuring efficient workflow and service delivery.
- Maintained and updated records, files, and documentation with a high degree of accuracy.
- Coordinated communication between staff, students, and parents.

Student Services Officer – Prof Winners Model College (2023)

- Provided administrative and student support services to enhance academic operations.
- Managed student records and addressed inquiries from students and parents.

Student Affairs Assistant – Muslim Grammar School (2021)

- Supported student engagement and welfare initiatives.
- Assisted in maintaining accurate student records and administrative documentation.

LEADERSHIP & VOLUNTEER EXPERIENCE

CDS Treasurer, NYSC – Ogun State (2026)

- Managed financial records and maintained accountability for CDS funds.
- Prepared financial reports and supported community development initiatives.

Media Team Member, NYSC Orientation Camp – Ogun State (2026)

- Supported communication, publicity activities, and event documentation.

Welfare Director, Department of Political Science, Ekiti State University

- Represented student interests and coordinated welfare-related initiatives.

EDUCATION

Bachelor of Science (B.Sc.) in Political Science, Ekiti State University (2024)

CERTIFICATIONS

NYSC Discharge Certificate; Data Analysis Training Certificate; Entrepreneurship Training Certificate

TECHNICAL SKILLS

Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Data Analysis Fundamentals, Data Entry, Records Management, Internet Research, Email & Office Communication

KEY ACHIEVEMENTS

Successfully served as Welfare Director; Managed financial reporting as NYSC CDS Treasurer; Supported media activities during NYSC Orientation Camp; Completed Data Analysis and Entrepreneurship training.