

OLADIRAN, OLAJIDE

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EDUCATION

2019 Ekiti State University, Ekiti State, Nigeria.
B. Agric

PROFILE SUMMARY

Customer focused professional with experience in customer service, support, supervision and sales, and an entry-level background in UI/UX design.

Strong in communication, issue resolution, and user empathy, with a passion for improving customer satisfaction and service quality

RESEARCH EXPERIENCE

DEPARTMENT OF AGRICULTURAL SCIENCE, 2019
EKITI STATE UNIVERSITY, EKITI STATE NIGERIA.

Research Assistant

- Collected appropriate agro-demographical and horticultural research data from sources such as Landscape sites, Markets and Agricultural value chains, communities and households and Agricultural research institutes and Laboratories.
- Performed literature reviews, wrote and proofread research papers for journal revisions and publications.

WORK EXPERIENCE

Customer Service Analyst | FIRESIRE SOLAR LTD - Head Office 2024 - 2025.

- Processed orders accurately while ensuring compliances with company policies
- Collaborated with cross-functional teams to escalate and resolve complex issues.
- Collaborated with sales team to create effective sales collateral, presentations and promotional materials.
- Provided product information and resolved inquiries in a fast-paced retail environment
- Conduct regular reviews of stock levels, considering both current demands and predicted future needs.
- Orchestrated finance team efforts to achieve organizational objectives.
- Escalate complex demand issues to management for immediate resolution

Customer Service Specialist TRADE-HERE AFRICA - Head Office 2024- 2025

- Updated and maintained CRM records with detailed notes and follow-ups.
- Collaborated with sales teams to create effective sales collateral, presentations, and promotional materials.
- Provided product information and resolved inquiries in a fast paced retail environment.
- Conducted detailed reviews of financial statements, implementing corrective measures as needed.

Sales Representatives and Supervisor | BOLAD FARMS 2020 - 2023

- Keep record of sales, customer interactions and marker feedback
- Promote and sell agricultural products
- Developed long term relationships with clients and customers
- Monitored poultry birds and live stocks daily activity such as feeding, watering, poultry cage and environment sanitation.

Sales Representatives and Marketer | MIKELDA GLOBAL RESOURCES LTD 2025 - till date

- Keep record of contacts, interactions, and market feedback
- Promote and market land sales
- Developed professional relationships with prospects.
- Completed assigned tasks and marketing within scheduled time.
- Contributed to management-level decision-making processes and promoted cost control measures.

ACHIEVEMENTS

- 100% Customer satisfaction Achieved.
- User interface and User experience designs.
- ISO 45001 Certificate - Occupational Health and Safety Management System.

CORE SKILLS

- Diagnostic skills
- Figma (Entry Level)
- Teamwork
- Time management
- Leadership
- Keen attention to details
- Critical thinking

