

Oyinkansola Olaide

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Professional Summary

I am a young graduate with experience across multiple sectors, including sales, marketing, finance, secretarial duties, and education. I possess strong negotiating skills, an understanding of financial management and the ability to manage customers relation. My skills have allowed me to develop skills in cash handling, budgeting, and maintaining financial accuracy therefore strengthening my analytical abilities. I am eager to diverse my skills in a role where I can use them credibly.

Work History

Customer Support Agent Opay

November, 2024 till present

- Answered incoming calls promptly and professionally on a daily basis
- Active listening to customers complains and giving the appropriate resolution.
- Handled customers enquires promptly and provided knowledge when necessary.
- Escalated issues appropriately when necessary.
- Escalate unresolved issues to relevant teams.
- Report service failures and product issues to the call center management.

Online Entrepreneur

Honey Hub Luxury – Online Store

August, 2020 till present.

- Analyzed market trends and competitor data to develop competitive pricing strategies.
- Collaborated with clients to identify their needs and develop customized solutions.
- Established strong relationships with vendors and suppliers to ensure timely delivery of products and services.
- Managed the budget and financial operations of the business, delivering consistent financial results.
- Developed and implemented a successful marketing strategy to increase brand awareness and customer base.
- Leveraged digital media platforms such as social media, websites, and blogs to promote products and services.
- Identified potential areas of improvement in operational processes, resulting in increased efficiency.
- Identified and pursued funding opportunities and revenue streams.
- Demonstrated and supported continuous improvement and growth mindset.

Education

Business Education Accounting

Tai Sholarin University of Education,
Ijebu -Ode, Ogun State, 2022

Senior School Leaving Certificate

Gulf Flowe High School, Bariga,
Lagos State, 2017

Personal Details

Nationality: Nigerian

Gender; Female.

Marital Status: Single.

State of Origin: Lagos State.

Date of Birth: 07, June, 2002.

Place of Birth: Lagos State.

Skills

- Good typing skill.
- Adept in the use of Microsoft office applications (word, excel, Power point).
- Excellent interpersonal and networking skill, good persuasion and presentation skill, a good team player and effective problem solver.
- Energetic, eager to go and ready to work under pressure with limited supervision.
- Good knowledge of customer de-escalation.
- Excellent time management skills.
- Exceptional telephone etiquette.
- Good Communication skill.

Class Teacher
NYSC (AZED Christian College)

November, 2023 – October, 2024

- Evaluated student academic growth, recording and preparing progress reports for parents or guardians.
- Assessed student understanding through formative and summative evaluations including tests, projects, essays.
- Managed student behavioral issues to optimize classroom learning environment.
- Created a safe and stimulating learning environment by establishing clear expectations for student behavior.
- Motivated and engaged students, developing skills and knowledge for academic foundation.
- Employed innovative teaching methods such as hands-on activities, interactive lectures, and multimedia presentations to engage students.
- Engaged parents or guardians by connecting via phone or e-mail.
- Implemented school's curriculum consistent with unique learning needs of students.

Computer Studies/Social Studies Tutor
Teaching Practice (Owiwi Nursery and Primary School)

April, 2022 – August, 2022

- Adapted lesson plans according to the needs of each student while maintaining academic standards set forth by the school district.
- Researched current events related to social studies topics in order to provide relevant examples for class discussion.
- Encouraged active participation from all students during tutoring sessions.
- Mentored individual students in the areas of history, government, geography, and other social studies topics.
- Promoted critical thinking skills among participants through group discussions and debates.
- Created and maintained warm and welcoming tutoring environment conducive to learning.
- Assisted students with developing positive academic strategies to improve learning and boost self-confidence.

Secretary/Receptionist to HR
Adron Homes And Properties

February, 2021 – August, 2021

- Answered incoming calls promptly and professionally, routing messages as needed.
- Greeted visitors warmly upon arrival at the office; provided friendly customer service.
- Performed data entry and generated reports.
- Performed data entry tasks accurately with a high level of speed and accuracy.
- Maintained organized calendar of important meetings and events.
- Scanned documents into electronic format for storage in databases or other applications.
- Drafted, proofread, and edited confidential correspondence and documents.

Projects

Why Tax Should Be Reduced on Businesses
December, 2022

Due to the enormous taxation enforced on businesses, a survey and research was carried out to identify and come up with possible solutions.

Language

- English
- Yoruba

Hobbies

- Reading
- Traveling
- Listening to music

Reference

- To be provided upon request.

Assistant Classroom Teacher

April, 2018 – October, 2018

DJ Nursery and Primary School - Ketu, Lagos State.

- Supported teachers in implementing best practices in teaching methods.
- Encouraged student participation in class discussions and other activities.
- Kept students within sight and audible distance, promoting child safety and protection.
- Partnered with teachers and specialists to implement developmentally suitable lessons and classwork for students.
- Supervised small groups of children during lunchtime or recess periods.
- Utilized effective communication skills when interacting with students, colleagues, and families.
- Collaborated with teachers to develop strategies for addressing challenging behaviors among students.
- Participated actively in faculty meetings and professional development workshops.
- Performed administrative duties such as copying documents or organizing filing systems.
- Organized classrooms and handed out learning materials, straightening up after class dismissal.