

OLUWAKEMI GRACE OMOPE

Psychology Graduate | Administration | Customer Service | Sales | Teaching

Lagos, Nigeria | 08164640620 / 07048590487 | Kemmyomope@gmail.com

PROFESSIONAL PROFILE

B.Sc. Psychology graduate from the University of Lagos with practical experience in customer service, sales, front-desk operations, teaching, and general business support. Experienced in working directly with customers, handling enquiries and transactions, supporting daily operations, and managing classroom activities. Strong communication, interpersonal, organizational, and problem-solving skills, with the ability to adapt quickly to different work environments. Currently awaiting NYSC and seeking a full-time opportunity in a professional environment where I can contribute, learn, and grow.

EDUCATION

University of Lagos (UNILAG), Lagos, Nigeria | *Bachelor of Science (B.Sc.) in Psychology* | 2026

WORK EXPERIENCE

Remi Medicine Chemist | *Sales & Customer Service Assistant* | 2023 – 2025

- Assisted customers with enquiries and purchases in a busy retail environment.
- Provided friendly and responsive customer service while attending to different customer needs.
- Handled sales transactions and supported day-to-day business operations.
- Assisted with organizing products and maintaining an orderly store environment.
- Supported stock organization and monitoring of available products.
- Developed strong communication, customer-service, sales, and interpersonal skills through regular customer interaction.

LG Showroom | *Sales Staff & Receptionist* | July 2022 – September 2022

- Welcomed customers and visitors and provided professional front-desk assistance.
- Attended to customer enquiries and assisted customers in identifying suitable products.
- Supported sales activities and maintained positive relationships with customers.
- Assisted with general showroom operations and administrative duties.
- Communicated product information clearly to customers and contributed to a positive customer experience.

Loan Company | *Collector* | September 2022 – October 2022

- Communicated with customers regarding outstanding loan payments.
- Followed up with customers and maintained professional communication during collection activities.
- Recorded and communicated relevant customer and payment information.
- Developed communication, negotiation, and interpersonal skills through customer follow-up.

Lusan Villa | *KG2 Teacher* | April 2021 – November 2021

- Taught and supervised a KG2 class in an early-years educational setting.
- Delivered age-appropriate lessons and classroom activities.
- Managed daily classroom routines and maintained a positive learning environment.
- Supported pupils' learning, participation, and general development.
- Communicated effectively with young learners and adapted teaching approaches to their needs.
- Developed strong classroom management, patience, communication, and organizational skills.

VOLUNTEER EXPERIENCE

Community Organization | *Medical Department Volunteer / Lead* | 2019 – 2021

- Supported activities within the medical department and took responsibility for coordinating assigned medical-related duties.

Thinkation | *Ushering Team Volunteer* | Volunteer Experience

- Supported event operations as a member of the ushering team and assisted with attendee coordination.

Lagos Food Bank | *Volunteer* | Ongoing

- Participate in volunteer activities supporting community food assistance initiatives.

CORE SKILLS

Customer Service • Front Desk & Reception • Sales & Business Operations • Administrative Support • Teaching & Classroom Management • Communication & Interpersonal Skills • Microsoft Word • Microsoft Excel • Email Communication • Teamwork & Collaboration • Organization & Time Management • Problem Solving • Adaptability

ADDITIONAL INFORMATION

NYSC Status: Awaiting NYSC

Languages: English, Yoruba

Availability: Available for full-time employment

REFEREES

Available on request.