

ONALAJA SURAJUDEEN

2, Babatunde Daroyo Street, Command, Lagos State. Phone: 08121449531/09112983733

Email: Onalajasurajudeen3@gmail.com

Summary

A result-driven value creator with achievements in providing innovation, strategic planning and execution, building an enviable career characterized by challenging, diverse and unique assignments combined with distinctive and outstanding successes in an organization known for innovation, excellence, integrity, constant career progress and fair rewards.

Skills and Attributes

- Excellent communication skills
- Report Writing and Documentation
- Project Management
- Strong ethics and reliability
- Proficient in Microsoft Office (Word, Excel and Power-Point)
- Team Leadership
- Emotional Intelligence.
- Creativity and strategic planning
- Multi-tasking skills and ability to work
- Good team player with strong analytical skill.

Work Experience

Ikeja Electric Distribution Company, Ikeja, Lagos, Nigeria

Sales Representative:

May, 2023 – till date.

- Developed and maintained strong relationships with existing and prospective customers.
- Captured and recorded customer meter readings along with meter status/remarks.
- Coordinated with cross-functional teams to promptly resolve customer complaints.
- Managed customer accounts to prevent unnecessary debt accumulation, particularly for vacant properties and disconnected accounts.
- Monitored and tracked all newly installed meters to ensure proper integration.
- Conducted monthly cash drive activities to improve revenue collection from billed customers.
- Performed regular KYC exercises to identify and address illegal connections (“free riders”) on the grid.

Cheques & Card Operations Officer**March 2020 - May 2023***United Bank for Africa (UBA) Plc***Key Responsibilities:**

- Process cheque clearing operations, ensuring accuracy and compliance with banking regulations.
- Verify signatures, account balances, and cheque details before processing.
- Handle card issuance requests, including activation, replacement, and blocking of lost or stolen cards.
- Reconcile daily transactions and maintain proper records of cheque and card operations.
- Collaborate with other departments to resolve discrepancies or customer issues.
- Ensure strict adherence to internal control measures and Central Bank guidelines.
- Provide timely support to customers on cheque or card-related inquiries.

Front Desk Officer**January 2013 - December 2016***DATITO Group, Mosan Okunola, Lagos State***Key Responsibilities:**

- Greet and welcome guests upon arrival, ensuring a pleasant first impression.
- Assign rooms and provide detailed information about available accommodations, rates, and amenities.
- Register guests, accurately capturing personal details, contact information, and duration of stay.
- Handle guest check-in and check-out processes efficiently.
- Respond promptly and professionally to customer complaints and service requests.
- Manage reservations made via phone, email, or online platforms.
- Inform guests about payment options, process transactions, and verify payment details.
- Coordinate with housekeeping staff to ensure rooms are clean, well-prepared, and fully equipped.
- Maintain accurate and up-to-date records of bookings, payments, and guest information.

IT Technician**January 2010 - March 2011***Nestlé Milo***Key Responsibilities:**

- Set up workstations with computers, operating systems, and necessary peripheral devices (printers, routers, scanners, etc.).
- Install, configure, and update software applications according to user and organizational needs.
- Perform regular hardware checks and troubleshoot issues with HDDs, keyboards, mice, and other devices.
- Develop, maintain, and secure local networks to optimize system performance and minimize downtime.
- Provide technical support and guidance to staff on hardware and software usage.
- Ensure data security through backups, antivirus updates, and access controls.

Warehouse Officer**January 2006 - June 2010***Industrial Polywork Company***Key Responsibilities:**

- Receive incoming goods, verify quantities, and cross-check documentation against purchase orders.
- Prepare and package outgoing merchandise for delivery and shipment.
- Maintain proper stock records, ensuring accurate inventory management.
- Collaborate with warehouse team members to ensure smooth daily operations.
- Conduct regular checks to ensure goods are stored safely and meet quality standards.
- Assist in periodic stock counts and reconcile discrepancies.

Education and Qualifications

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| • Lagos State Polytechnic, Ikorodu, Lagos.
(HND Mechanical Engineering) | 2016 – 2017 |
| • Lagos State Polytechnic, Ikorodu, Lagos
(ND Mechanical Engineering) | 2011 – 2012 |
| • Immaculate Private Academy
(Secondary School Certificate) | 2006 – 2010 |
| • Ferhozac Private school
(First Leaving School Certificate) | 2000 – 2005 |

Certificates

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| • NYSC Certificate, Jigawa State | 2019 |
| • HSE In Safety Level 1 | 2011 |

Reference

Referees available upon request.