

MATTHEW IMOSE

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PROFESSIONAL SUMMARY

Motivated and adaptable individual with strong communication, organizational, and interpersonal skills. Passionate about customer engagement, digital growth, and creating positive experiences. A quick learner with a creative mindset, strong attention to detail, and the ability to thrive in fast-paced environments while contributing effectively to team goals.

EDUCATION

New Horizons

Python Programming

2025 - 2026

Heritage Polytechnic

Higher National Diploma - Building Technology

2022 - 2024

Heritage Polytechnic

National Diploma - Building Technology
2018 - 2020

SKILLS

- Client Acquisition
- Digital literacy
- Business awareness
- Negotiation
- Relationship Management
- Initiative & self-motivation
- Teamwork & collaboration
- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Networking
- Creativity

LANGUAGE

- English
- Yoruba (basic)

WORK EXPERIENCE

(2025 - 2026)

Call center Agent (Supervisor) | Burger King

- Handled inbound and outbound customer calls professionally and efficiently
- Train junior call center agents
- Responded to customer inquiries, complaints, and requests, providing accurate and timely solutions.
- Provided information about products, services, policies, and procedures.

(2022 - 2024)

Platform Assistant | First City Monument Bank

- Assisted customers with account opening and banking enquiries Assisted in troubleshooting minor technical or registration issue
- Maintained proper documentation and customer records
- Worked closely with other departments to support smooth banking operations

(2021 - 2022)

Data Entry Specialist | Kemegold Nig. Limited

- Registered candidates for Joint Admissions and Matriculation Board Examinations and related services
- Assisted candidates with Data Entry and online application processes
- Verified Candidate information and supporting documents for accuracy

(2020 - 2021)

Site Supervisor | Crib MD

- Monitored workers and supported the coordination of daily site operations.
- Maintained accurate records of site activities, materials, and progress.
- Helped track project progress and provided updates to the site supervisor.
- Assisted in ensuring compliance with site safety procedures and company policies.