

**OMOTOLA**

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**Profile Statement and Objective**

* A high energy and result driven professional of over 15 years of customer servicing experience with a proven track record in sales driving in a managerial capacity.
* Responsible for successful strategic initiative to improve team productivity, increase staff retention and enhances an excellent communication and interpersonal skills with a sound customer service orientation.
* Proven track records in minimizing and resolving customer complaint as well as a result driven professional with exceeding objectives.
* Seeking a professional customer service managerial role in a challenging environment that will utilize the professional and technical skills developed through my acquired skills, works and experiences.

**Work Experience**

**1.Kidoos Entertainment.** (November 2015-December 2016.)

DeerfieldMalls, Al bahia Shahama, Abu Dhabi. UAE.

**Job title; Branch Manager/Customer Service /Sales Executive.**

I was responsible for managing the daily activities of the branch including promoting the kids (6months-10years old) sensory skills, motor skills as well as the team game skills and abilities. I efficiently and accurately manage simultaneous birthday parties of young children at Kidoos Entertainment . I adept in recruitment, development ,and motivating quality team .I focused on achieving customer acquisition and retention. I was responsible for dealing with complex and diverse managerial problems, customer complaints as well as resolving issues. Coordinating sales with an outstanding proven record in sales driving is part of my responsibilities and skills which I delivered to the best of its height. I was also in charge of petty cash and purchasing as a result of my exceptional negotiation skills. As a team player, I motivated and inspired my staffs to do and be their best. Identifying then addressing team training and development needs are part of my skills which I inculcated as part of my job descriptions. I liaised with the Operation Manager to develop innovative marketing strategies for the up-lift and growth of Kidoos Entertainment. I adhered to regulatory requirements.

**2.TOP spa and beauty centre.**

Abudhabi, Shakhbout City. UAE (April 2015-october 2015)

**Job title; Senior Customer Service/Spa Manager**

I supervised the daily activities of the salon/spa.I network at customer,business,and industry events to promote Top spa and beauty salon .I excel in sourcing and selling the best hair care products . I helped in the reception for client booking and appointments. I also helped in cashiering and I handled petty cash.

I Attended to customer’s complaints and resolved the issues. I was also responsible for attending to suppliers and inventories. I ensured all equipment are operating safely and optimally**.** Maintaining clean and clear environments was my daily routine.

**3.Independent National Electoral Commission (INEC).**

Abeokuta, Ogun state, Nigeria. (OCTOBER 2009- MARCH 2015)

**Job title**: **Head Of Unit, NHIS INEC, OGUN (National Health Insurance Scheme).**

I was in charge of the general administration in an executive role, working across multiple departments and teams. I escalated issue and complaints of staffs to their health providers.

I was deeply involve in arranging and organizing new employees for adequate health registrations and insurance. I followed up on staff health insurance availability by our HMO’s.

**4.Ifesowapo Comprehensivehigh school, imodi imosan,**

**Ijebu, OGUN state.Nigeria. (2007- 2009)**

**Job title: Biology teacher.**

I prepared and delivered lessons to a range of classes of different ages and abilities. I researched new topic and maintained up-to-date subject knowledge of my assigned pupils.

I selected and used a range of different learning resources and equipment, including pod casts and interactive white boards for easy learning and assimilation of my students.

I was responsible for managing pupil behavior in the classroom and on school premises, thereby applying appropriate and effective measures in cases of misbehavior.

**5.UNAAB Home Grown Food Kitchen.**

University of Agriculture Abeokuta Ogun State. (2002-2007)

**Job Title: Restaurant Manager.**

I was solely responsible forsupervising the daily activities of the kitchen.Irecruited and trained staffs. I ensured an outstanding guest experience. Cost controlled and Waste management were my duties. I was in charge of integrated inventory control**.** I was safety and Sanitation Compliance. I motivated my team to deliver their best.I was involve in vendor management and negotiation.

**6.Virgin Beauty Industries Nigeria Limited**

Plot 9, Gboyega Ijaodola Drive, Sango-Ota, Ogun State (2005-2005)

**Job Title: Quality Control Officer.**I ensured quality of products used, oversaw all productions in the factory. I ensured clean production environments as well as double-checked on all products and materials supplied.

**7.Nigeria Police Force Headquarters**

Abakaliki, Ebonyin. 2004-2005

**Job Title: Clinic receptionist.**

I ensured patients gets attended to on time by transferring file to subsequent desk. Recorded patient’s complaints. I ensured customer/patient services, as well as patient’s appointment/booking and schedule.

**8.CHI Limited**

Plot 14, Chivita Avenue, Ajao Estate Apakun

Oshodi. P.O Box 2978, Ikeja, Lagos State. (2000-2001)

**Job Title:**  **Quality Control Officer.** (Industrial Attachment**)**

I was responsible for ensuring adequate and healthy productions. I saw to daily activities of production floors. I carried out organoleptic analysis test on the products. I was also involved in the microbial analysis on both finished and unfinished products**.**

**Summary of Qualifications;**

1. Diploma in Educational Administration and Management. Asian college of teachers and Training Qualifications UK.(in view)

2. Early year Paediatric First Aid Certificate . Abu Dhabi, UAE (in process)

3. Nutrition in the early years Certificate. Dubai , UAE. (in process)

4. Early years Certificate in Supporting Bilingualism. Dubai, UAE.

5. PGD. Nutrition and Dietetics (2006-2008) University of Agriculture Abeokuta, Nigeria .

6. National Technical Modular certificate in Bakery & confectioneries, GOTECO. Nig. (2006).

7. National Youth Services Corp Certificate. Nigeria (2004-2005)

8. BSC. Microbiology (1998-2003) University of Agriculture Abeokuta, Nigeria.

9. Secondary School Certificate Examination (SSCE), Nigeria (1997).

**Technical Skills**

- Microsoft Office.

- CRM software.

- B2B.

**CERTIFICATION;**UAE drivers license

**LANGUAGES; English** (Native)**, Arabic** (Basic)and **Yoruba** (Fluent)

**AVAILABILITY;** Immediately

**Core Competences**

- Communication skill.

- Planning and organization skill.

- Presentation skill.

- Negotiating skill.

- Problem analysis and problem solving.

- Decision making.

**Training**

 - SPO (Supervisory Presiding Officer) Independent National Electoral Commission (INEC)

 Nigeria.

- Electoral Operations Support Call Centre officials(IFES)

**\*References are available on request.**