 **Falola**

**IT MANAGER**

 Location: Nigeria

 Education: High school or equivalent, Computer Engr.

 Experience: 7 Years, 6 Months

# CONTACT

Location:

Nigeria

|  |  |
| --- | --- |
|  |  |
|  |  |
| Country: | Nigeria |
| Email Address: | Falola.382757@2freemail.com  |

**InviteforAssessmentusingBayt.comTest**

[**s**](http://10.244.6.108:8989/newmpdf/javascript%3Ainvite_to_test%28%29)

LASTACTIVITY:2018-03-08

REF.:

# TARGET JOB

Target Job Title:Customer Care ,Graphics Designer,Computer Database Engineer

Career Level:Management

Target Job Location:Finland; Canada; Australia; Sweden; Kuwait; Qatar; USA; UK; UAE

Career Objective:A level headed, calm and unflappable individual who is able to carry out professional role effectively. I have a long track record of increasing my professional loyalty and retention; I do this through having an in depth understanding of the tasks, responsibilities and skills oriented to involve my service work. I always keep my customers updated on issues important to them and work hard to meet requests for information in a timely and efficient manner. Right now I am looking for a suitable position with an exciting and ambitious company to play my professional role efficiently and effectively.

Employment Type:Temporary Employee

# PERSONAL INFORMATION

Birth Date7 February 1989 (Age: 29)

GenderMale

NationalityNigeria

Residence CountryNigeria

Marital StatusSingle

Driving License Issued FromNigeria

**EXPERIENCE (7 YEARS, 6 MONTH)**

January 2017 - Present

# IT MANAGER

at Holladess Nigeria Limited

**Location:** Nigeria

**Company Industry:** Oil/Gas

**Job Role:** Oil and Gas

* Managing information technology and computer systems
* Controlling and evaluating IT and electronic data operations
* Managing IT staff
* Manage information technology and computer systems
* Design, develop, implement and coordinate systems, policies and procedures
* Ensure security of data, network access and backup systems
* Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising theirperformance

August 2014 - January 2016

# CUSTOMER SERVICES MANAGER

at Wayves Consul

**Location:** Nigeria

**Company Industry:** Telecommunications

**Job Role:** Customer Service and Call Center

Reporting to the Director of service quality, primarily responsible for 16,000 internal customers and all external customers

•Maintaining the Service Quality Customer Service Standards Library for the department

•Developing a CD ROM training programme to be used in all stores, in line with customer service strategy

•Managing and developing stores’ monthly incentive programme and cost justifying

•Supervising, motivating and developing team reward and recognition programmes

•Handling and swiftly resolving customer complaints in a professional and effective manner

•Creating and introducing in-store customer awareness and feedback forms with most useful results

May 2009 - January 2014

# CUSTOMER SERVICE ADVISOR

at A&B Stores plc

**Location:** Nigeria

**Company Industry:** Retail/Wholesale

**Job Role:** Customer Service and Call Center

Call Centre

Responsible for handling a wide range of incoming calls and face to face meetings with customers. Also in charge of resolving all interactions positively and to the customers complete satisfaction.

•Responding appropriately to customer questions and comments.

•Screening calls, and handling ' ‘insistent’ callers.

•Identify gaps in a customer’s records & then collecting information to fill them in the gaps.

•Assisting customers in making a decision about a product or service to buy.

•Maintain and updating customer databases.

•Keeping accurate records of discussions or correspondence with customers.

•Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.

•Undertaking general administrative duties like filing, photocopying and opening mail.

## EDUCATION

# High school or equivalent, Computer Engineering

at Lord’s Institute of Technology & Engineering

**Location:** Nigeria

September 2011

**Grade :** 5 out of 5

B.Sc in Computer Engineering

## SPECIALTIES

### Database

Questions: 0

Answers: 1

### Information Access

Questions: 0

Answers:[1](http://people.bayt.com/oluwafemi-ebenezer-falola-46996091/?lang=en&tab_name=answers&tag_id_filter=10826)

### Graphics

Questions: 0

Answers: [1](http://people.bayt.com/oluwafemi-ebenezer-falola-46996091/?lang=en&tab_name=answers&tag_id_filter=10189)

### Installation

Questions: 0

Answers: 1

## SKILLS

|  |  |
| --- | --- |
| **ADMINISTRATION****Level:** (Expert) | **Last Used:** More than 1 year | **CD-ROM****Level:** (Expert) | **Last Used:** 6 months or less |
| **CUSTOMER SERVICE****Level:** (Expert) | **Last Used:** 6 months or less | **FORMS****Level:** (Expert) | **Last Used:** 6 months or less |

**MANAGEMENT**

**Level:** (Expert) | **Last Used:** 6 months or less

**MICROSOFT MAIL**

**Level:** (Expert) | **Last Used:** More than 1 year

**Photography**

**Level:** (Expert)

## LANGUAGES

**English**

**Level:** (Expert)

## MEMBERSHIPS

## Just Int. Association of Engineer

**Membership/Role:** Member

**Member since: April 2016**

## Association of Engineering and Information Technology

**Membership/Role:** Executive Member

**Member since: July 2015**

## TRAINING AND CERTIFICATIONS

## BAYT.COM SOFTWARE ENGINEERING SKILLS CERTIFICATE

### HOBBIES AND INTERESTS

### Reading

### Playing musical instruments

### Drawing

### Traveling