**ADEKEMI**

**AL BARSHA HEIGHTS**

**DUBAI, UAE**

**Email :** [**adekemi.385259@2freemail.com**](mailto:adekemi.385259@2freemail.com)

**CAREER OBJECTIVE:**

Goal-focused and energetic administrative professional, seeking opportunity in a growing company where exceptional ability to multi-task, solve problems, work effectively in a team, and meet deadlines are required in providing outstanding administrative capacity to the organization.

**Soft Skills**

Effective Listening ,Multi-tasking, Sales Coordination, Strategic Planning, Emailing ,Detail orientation Executive assistance, Basic account, Telesales, Flexibility, Value based sale, Data entry, Office management and Procedures, Negotiating, Time management and ability to anticipate needs

**Hard Skills**

Invoicing, Quotation , Basics of Tally ERP9, CRM (Siebel) Microsoft Excel, Power point, Micro soft Word and Familiarity with Packing List

**PROFESSIONAL EXPERIENCE**

**ADMINISTRATIVE OFFICER , RIKIN AL FADHA TR LLC, SHARJAH, UAE MARCH 2018- DATE**

* Supervision of all administration, data entry, raising and processing invoices, monitoring payment and subsistence reconciliation.
* Attend to all complaints and reconcile issues of customers regarding invoices and statement of accounts.
* Manage director’s electronic diary, travel arrangement and correspondence, assessing priority of appointments and reallocation as necessary.
* H.R department’s daily routine; updating employees record, preparing monthly attendance report for employees, coordinating with Sales and Finance team for assigned tasks to be completed within expected time frame
* Establishing a streamlined and efficient administrative unit to manage document control, compliance and centralized management.
* Provide operational assistance
* Ensure all reports are provided by various departments as per compliance guidelines and follow up communication is logged.
* Allocate tasks and assignments to subordinates and monitor their performance.
* Responsible for reviewing of project files as against deliveries and objectives to ensure quality and consistency while highlighting critical issues to corporate office.
* Maintain necessary documentation system for efficient and orderly storage and retrieval of documents and information.

**DATA ENTRY OFFICER (VOLUNTEER), INTEGRITY MARKET RESEARCH, AL QIYADAH, DUBAI ,UAE DEC 2017-JAN 2018**

* Collecting and analyzing quantitative and qualitative data tailored to meet client’s needs in terms of objectives, time and budget constraints.

**TELESALES EXECUTIVE MTN NIGERIA , LAGOS, NIGERIA FEB 2013-SEPT 2017**

* Identifying, generating leads and closing deals of various services that the company is offering.
* Contact potential or existing customers about products and services using given database.
* Cross Sell and Up sell various product offerings with the goal of satisfying the customer
* Handle sales and convince clients over the phone & book appointments for the sales team.

**RELATIONSHIP OFFICER CUM CUSTOMER SERVICE, ACCESS BANK PLC, LAGOS, NIGERIA .DEC 2008-JUNE 2011**

* Experienced in providing customer service support and facilitating organic growth . I take ownership of customers issues and follow problems through to resolution
* Maintained a tenacious drive to exceed corporate mission and grow existing and new accounts
* Cross Sell and Up sell various product offerings with the goal of satisfying the customer
* Attend to queries and resolve while ensuring first call Resolution.
* Escalate complaints and issues unresolved to other internal concerned department.

**ADDITIONAL SKILL**

* **Fluent in English- IELTS score 7.0**

**EDUCATIONAL QUALIFICATION**

Bachelor of Science Geography (ObafemiAwolowo University, Ile-Ife, Nigeria)

Masters of Business Administration (ObafemiAwolowo University, Ile-Ife, Nigeria)