

ADEDOKUN ABDULMALIK ADEYEMI

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CAREER OBJECTIVE:

Ambitious and enthusiastic Receptionist and Guest relationship officer seeking to utilize my extensive knowledge of front desk operations and guest relations to contribute positively to a dynamic team, while continuing to grow my skills in the hospitality industry. My goal is to become an invaluable asset.

SKILLS

- **Technical Skills:** Microsoft Office Suite, CRM Software, Oracle Banking Software, Accounting and Billing Knowledge.
- **Soft Skills:** Excellent verbal and written communication, customer Service, Organizational Skills, problem-solving, analytical thinking, time management, Interpersonal skills, Excellent reporting and presentation, decision making and sales

EDUCATION

Bestower International University 2019 - 2023

Bachelor of Science in Economics

Federal Polytechnic Offa 2017 - 2019

National Diploma in Banking and Finance

West African Senior School Certification 2011 - 2016

Jubilee Model Senior Grammar School.

CERTIFICATIONS

- Innovative Customer Service Techniques 2024
- CIBN Chartered Institute of Bankers of Nigeria: Ethics and Compliance 2024
- Diversity Owning and Scaling Belonging 2024
- Essentials in Data Analysis by Microsoft 2024
- MegaRich Consult: Netpreneurship and Corporate Skills, Human Relations 2018

WORK EXPERIENCE

Front desk Customer service

Ecobank Nigeria Plc

2021 -Till Date

- Provided exceptional customer service by addressing client inquiries and resolving issues promptly and effectively.
- Performing administrative duties such as filing, data entry, and maintaining office supplies.
- Handling sensitive client information and ensuring confidentiality and compliance with company policies and regulations
- Identifying and resolving customer complaints and challenges, using strong problem-solving skills to find effective solutions.
- Building and maintaining strong relationships with clients, offering personalized assistance to enhance their experience.
- Managing multiple tasks simultaneously in a fast-paced environment, prioritizing duties effectively to ensure smooth operations.
- Handling telephone calls and emails, directing them to appropriate departments or staff, and ensuring messages are delivered promptly.
- Collaborated with various departments to resolve customer issues and ensure seamless customer service delivery.
- Assisting senior management with administrative tasks, scheduling meetings, and preparing necessary documents for presentations and discussions.

Bank Reconciliation Officer (Finance Department)

Nigeria Port Authority

2019-2020

- Performs routine reconciliation of Debit and Credit Balances with Bank Statements, ensuring accurate and up-to-date records of financial transactions for long-term archival and auditing purposes.
- Maintained accurate and detailed documentation of Payment to Merchants, Supplier, Contractors, other payees.
- Carefully handles transactions and confidential financial information, ensuring their security, integrity, and maintaining accurate records of transactions for long-term archival and auditing purposes.
- Ensure accurate and timely reconciliation of accounts, and maintaining detailed records of account balances, transactions, and journal entries using core financial applications such as Oracle, SAP, and other systems.

Computer Administrator

SOLTECH System Network

2017-2019

- Resolves technical issues and problems with computer systems, hardware, and software, including troubleshooting and debugging, and ensures the installation and configuration of new software and updates.
- Utilizes Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other graphic design software (e.g. Corel Draw, Adobe Photoshop) to create and edit documents, spreadsheets, presentations.
- Utilizes the administrative system to assign and configure network settings and provides students with necessary materials, resources, and equipment to support project research and assignment completion.

Supervisor of Data Entries

Coker Aguda LCDA Medical Polio Immunization

May 2019

Responsibilities:

- Oversees the accurate and complete entry of data related to children immunized, ensuring compliance with established standards and protocols, and maintains detailed records of vaccination data.
- Verifies the accuracy and consistency of data entered, ensuring that the number of vaccines used is accurately reflected in the system, and correspond to the expected average number of children per vaccines taken.
- Identifies and labels households that have been immunized, to facilitate tracking and monitoring of immunization status, and to enable targeted outreach and follow-up efforts to ensure complete vaccination coverage.

AWARDS AND DISTINCTIONS

- Award of Dept. Muslim Students for Outstanding Achievement Performance **2019**
- Overall **BEST STUDENT** for Academic Excellence Performance **2018**

PUBLICATION

- The Effect of Taxation on Economic Growth in Nigeria **2023**
- The Roles of Foreign Investment in The Economic Development of Nigeria **2019**

PERSONAL DATA:

- Date of Birth: 14th November 1999
- Sex: Male
- Marital Status: Single
- Languages Understood: English and Basic French
- Hobbies and Interest: Reading Novel, Travelling and Researching
- Nationality: Nigerian

REFEREES

***** Available on Request *****