**OLATOKUN, FOLAKE VICTORIA**

**DOB: 04/02/1991 • Sex: Female**

**Address:Plot 3, Oba Akinyele street, Agodi GRA, Oyo State**

**Mobile: +234 (0) 803-320-2705, +234 (0) 7017798682**

 **Email: olatokufolake@gmail.com**

# PROFESSIONALPROFILE

*A confident and ambitious result driven professional that enjoys the challenge of a people-oriented environment. I am a versatile and supportive team player with competent analytical, adept presentation and good communication skills with a continuing desire to improve.*

# SKILLS

**TechnicalSkills** Proficient in the use of all Microsoft Office applications with core competency in word, excel and PowerPointpresentations.

**ProjectKeySkills** Experience includes consulting and business advisory, relationship management and procurement services.

# EDUCATION ANDQUALIFICATIONS

**2017: Masters in Mass Communications, University of Lagos, Akoka. LagosState.**

**2012: Bachelor of Arts, Mass Communication; Adekunle Ajasin University, Ondo State.****2006: WASSE, Achievers Comprehensive High School, Alakia Adegbayi, Ibadan, OyoState.**

**CAREERHISTORY August 2017 –TillDate isonexperiences-IBADAN**

POSITION HELD – **Customer Relations Expert**

* Receiving inbound calls to maintain suitable information sources to ensure accurate data input in a timely manner
* Investigating and resolving queries for Airtelsubscribers
* Managed the collection and maintenance of resource information and ensured processing of information using CRMtool
* Maintained KPIs, organizational charts, personal development metrics and communicated updates with memberteams
* Educating customers on offers and Bonuses for maximumsatisfaction

# 2015 – 2017 G-CHRALZ CONCEPTS

Job Title – **Media Professional**

* Recording and managingevents
* Scheduling Clients'Bookings
* Educating Clients on products andservices
* Writing and publishing news and features stories on socialmedia
* Maintain a comprehensive filing system

# ACHIEVEMENTS, INTERESTSANDACTIVITIES ACHIEVEMENTS

* iSON Top Talent Award for Best Agent in the year2018
* Best Agent with highest score card evaluation on Quality Assurance for the month of October2018
* General Secretary, Publicity Community Development Service group, Arochukwu Local Government,Abia State, October 2014-February2015.
* President, Publicity Community Development Service group, Arochukwu Local Government, AbiaState,

June 2014-February 2015.

# INTERESTS

I am passionate at meeting people, Travelling, Reading, Innovations and crafts.

# REFERENCES

Available on request

***Cover Letter***

Dear sir,

I am excited to submit my application with your company. As a professional with 3 years experience in communications, public relations, marketing, and customer care as well as significant contributions as a Communication Officer.

I am a graduate of Mass Communications with speciality in Public Relations and Advertising at Bachelor's and Master's degree, from Adekunle Ajasin University,Akungba-Akoko, Ondo State and The University of Lagos,Akoka, Lagos State respectively.

I am very adept at multitasking skills as my job as an agent requires I listen to customers' queries, log same to provide solutions all in real time. Part of my job is problem solving, Time management, customer relations and ensuring continued mutual understanding.

Nevertheless, I posses strong writing, editing and proofreading skills capable to produce communication materials for audio,print, flyers, web and multimedia for organizational use and other relevant units, to maintain readership and brand loyalty,with the use of Adobe softwares to include; adobe suite,Corel draw. Also Microsoft office Applications such as; Word,PowerPoint, outlook application, cloud,Dropbox.

I am extravagant with the use of social media platforms like; facebook,twitter, instagram,amongst others, take feedbacks useful in promotion of organisation's important messages. It is a position where excellent interpersonal and organizational skills could be put to very productive and successful use.

 I prefer to work in a tempest of activity and embrace challenges where solutions and problem-solving are necessary. I am a self motivator, team-oriented, ability to manage a multicultural environment, strong innovative stills, fiercely independent, ability to adapt to new working environment, reliable, and with sure professional maturity. Technology is becoming a vital component in the day-to-day operations of most offices, and I look forward to incorporating the technologies learnt.

I look forward to working with new systems towards achieving sustainable understanding through vertical and horizontal communications within and outside the organization.

Thank you for reviewing this letter and the accompanying material.

Sincerely,

Folake Olatokun

Cover