

# OGUNDEJI OLUSHOLA MARGARET

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## PROFESSIONAL SUMMARY

I am a proactive, motivated, result driven, innovative and dedicated graduate with good communication and interpersonal relationship skills, a self-starter with strong ability to work under pressure and meet strict deadlines, excellent time manager, with great organizational skills, a team player with good coordinating and strategy skills inclusive of a sound adaptation to administrative organizational structure and people management solidified with a proven experience in teaching and management. I portray an ability to meet deadlines and integrate effectively within the key roles of a project and work activity. I therefore seek to join a learning organization where my values, strength, dedication and expertise would lead to an upward growth in the organization as well as an eventual increase in my professional capabilities

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## SKILLS

- Customer Relationship Management (CRM)
  - Business understanding / strategy
  - Financial Acumen & Analysis
  - Consultative Publication Skills
  - Negotiation, Persuading & influencing Skills
  - Leading & supervising
  - Planning & organizing
  - Curriculum design
  - Teaching
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## COMPETENCIES

- Conversant with client relationship management software
  - Conversant with web conferencing apps (Zoom, Microsoft Teams, GoTo Meetings etc.)
  - Microsoft office suite
  - Familiar with Team collaboration chat tools (Slack etc.)
  - Conversant with CRM and enterprise resource planning tools (Microsoft Dynamics 365 etc.)
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## WORK EXPERIENCE

- **Access Bank Nigeria Plc,**  
**Executive**

*Bodija Ibadan, Oyo state. (2019 - Date)*

**Customer Care**

### Key Responsibilities

- Create Customer Care Protocol
- Handle Escalated Customer Issues in consonance with management's guide.
- Analyze customer data and communication
- Train customer care staff on customer service protocol

- Build relationships with customer care team members to maximize team productivity
- Monitor customer and staff interactions using client relationship management software
- Manage account opening procedures inclusive of migration, integration and onboarding.

- **Potters Academy,  
Officer**

**Front Desk**

*Gas-Line, Ijoko, Ogun State. (2017 - 2018)*

**Key Responsibilities**

- Attend to guests and provide them with superb customer service.
- Ensure the front desk is neat, presentable, and equipped with all the necessary supplies such as pens, forms, and paper.
- Answer all client questions and incoming calls.
- Redirect phone calls to the appropriate department and take down messages.
- Accept all letters and packages, and distribute them to their appropriate departments.
- Monitor, organize and forward emails.
- Track and order office equipment and supplies.
- Maintain records and files.
- Generally attend to visitors and ensure all matters are professionally handled.

- **Department of Early Childhood,  
the H.O.D**

**Secretary to**

*Adeniran Ogunsanya College of Education, Lagos state. (2016 - 2017)*

**Key Responsibilities**

- Perform accurate research and analysis.
- Coordinate arrangements, meetings and/or conferences as assigned.
- Take dictation and write correspondence.
- Compile, proofread and revise drafts of documents and reports.
- Daily record keeping and filing of documents.
- Prepare reports, presentations and correspondence accurately and swiftly.
- Create and organize information, and generate reference tools for easy use.
- Answer and screen telephone calls, and respond to emails, messages and other correspondence.
- Operate and maintain office equipment.
- Manage busy calendar, meeting coordination and travel arrangements.
- Contributed to the publication of journals and handout used in the department.
- Assisted in organizing seminars and conferences for teachers in Badagry local government
- Ensure efficient and effective administrative information and assistance.

- **Townsend Academy,**

**Class Teacher**

*Iyana Era, Lagos State. (2014 - 2015)*

**Key Responsibilities**

- Develop and issue educational content including notes, tests, and assignments.
- Supervise classes to ensure all students are learning in a safe and productive environment.
- Organize supplies and resources for each class.

- Deliver personalized instruction to each student by encouraging interactive learning.
  - Plan and implement educational activities and events.
  - Ensure your classroom is clean and orderly.
  - Prepare and distribute periodic progress reports and continuous assessments.
  - Attend parent-teacher meetings.
  - Evaluate and document students' progress.
  - Allocate and grade homework, assignments, and tests.
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### **ACADEMIC QUALIFICATION WITH RESPECTIVE DATES AND INSTITUTIONS**

- Ekiti State University  
(B.ED Nursery and Primary Education) 2012-2016
  - Prince and Princess college, Ijoko-Ota  
(West African School Certificate) 2004-2010
  - Syn star But, Oworonshoki  
(First School Leaving Certificate) 1998-2004
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### **EXTRA-CURRICULAR ACTIVITIES**

- Public speaking
- Travelling / Exploration
- Make-up / Make over
- Weave making / Hair-do

### **REFEREES**

Available on request.