

Ibilola Moses Bamidele

26, Obasanjo way,
Ita-eko, Abeokuta,
Ogun State.

E-mail: mosesibilola85@gmail.com

Born: 10th October, 1995

Phone: 07015808605

WORK EXPERIENCE

Tech Mahindra (AIRTEL) Nigeria Ltd

2015 — Till Date

Customer Care Advisor

Customer complaints resolution

Escalating customer's complaint for further resolution

Customer enlightenment on Airtel Services and plans

Logging customer's details for business development.

Tower Galvanized Product (TGP)

2015

Electrical Maintenance Department

- Engaged in maintenance of electrical appliance before and after use

Checking factory machines for fault each day before use

Preparing factory machines for production.

Nigerian Union Of Teachers (NUT)

2014

Electrical Maintenance Department

- Assisted in maintenance of electrical appliances
- Engaged in checking electrical appliance for fault or miss-management

Switching power system as soon as there is power outage.

Power Holding Company Of Nigeria (PHCN)

2012

- Internship
- Testing and taking readings of transformer and feeder pillars
- Maintenance of cables to ensure proper conductivity
- Mounting and installation of transformers in new

areas.

EDUCATION

- **National Diploma in
Electrical Electronics
Engineering**

2012 — 2015

Federal Polytechnic Kaduna, (KADPOLY), Kaduna, Nigeria.

- **Senior Secondary School
Leaving Certificate**

2005 — 2011

Joy Secondary Schools, Panteka, Kaduna North, Kaduna

CERTIFICATIONS

- Project Management
- Operations Management.

- Certificate of Completion (Airtel Customer Care Centre Agent)
- Certificate of Merit (ELCOM Member)

SKILLS

- Microsoft Word, Excel and PowerPoint
- Communication Skills (Oral and Written)
- Work in Any Location
- Analytical Skills
- Interpersonal Skills
- Business Management Skills
- Public Speaking Skills
- Customer Relations Management

INTERESTS

- Reading
- Travelling
- Meeting People and
- Surfing the internet

REFERENCES

•
Mr Bankare

Human Resource
Administration Office
Techmahindra Business
Group Oke ilewo, Abeokuta,
Ogun State.
08027582737

Mr Joshua

General Supervisor,
Tower Galvanized Products
(TGP),
Kakuri, Kaduna,
Kaduna state.
09054172234.