

AKINYODE, Yetunde Rita

Address: SW8/994 Lodge Street, Idi-Ope, Oke Ado, Ibadan, Oyo State.

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Summary

A levelheaded individual with required maturity, I view every assignment as an opportunity to prove my professionalism.

Diligent, perseverant and focused, I am always willing to increase my knowledge in all areas including outside of work. Adept at multitasking, my special forte is inspiring others to perform.

A team player with an open mind who wants both sides to win, I believe in playing by the rules as my obedience towards life and profession comes naturally.

Personal Information

Date of Birth 16 October 1989

Gender Female

State of Origin Oyo State

Nationality Nigerian

Marital Status Single

Language

- English
- Yoruba

Educational Qualifications

2016

- **Bachelor's Degree: Mass Communication,**
Ecole Supérieure d'Administration et d'Economie (ESAE) University,
Republic Of Benin.
Matriculation Number: ESAE/2013/108/MCM/BSC
2nd Class Upper Division

2006

- **Senior Secondary School Examination - SSCE**
All Saints College,
Onireke, Ibadan, Oyo State.

2000

- **Primary School Leaving Certificate**
Richmab International School,
Oluyole, Ibadan, Oyo State.

- Social Media Marketing
- Illustrator
- Proof Reading
- Client Development

Work Experience

Adalia Interior Solution, Lagos State

Designation – **Head, Sales Team** (January 2010 - June 2013)

Duties and Responsibilities

Spruce the interiors of homes and businesses such as office buildings, theaters, restaurants, and malls. Also work on an entire building or focus specifically on a single room, such as a bathroom, kitchen, or bedroom.

St. Philips Middle School, Ile-Ife, Osun State

Designation – **English Teacher** (NYSC, May 2017 - April 2018)

Duties and Responsibilities

Select reading and other materials, develop classroom activities, create classroom lectures, and choose topics of discussion. Also to apply appropriate teaching strategies for English language and use methods to keep students engaged, encouraging class participation.

Access Bank Plc, Challenge Branch, Ibadan, Oyo State

Designation - **Customer Care Officer** (August 2019 – January 2020)

Duties and Responsibilities

- Provide splendid customer services to customers in a friendly and courteous manner at all times
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly
- Improve customers' banking experience by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- Inform and suggest new banking products to customers
- Provide information to customers on their account status and account balances
- Open new bank accounts according to laid down rules and guidelines
- Establish and promote cordial relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction
- Ensure that customers' confidential information is properly protected and only used for official purposes
- Be involved in performing some financial related and marketing transactions
- Channel complex customer complaints and challenges to the right quarters for effective resolution
- E-channel products/services marketing
- Proffer solutions to Customer issues on E-channels platform

Food Concepts Plc (Chicken Republic) Challenge, Ibadan

Designation – **Restaurant Shift Manager** (August 2021 - February, 2022)

Duties and Responsibilities

- Maintain overall quality and service standards.
- Follow up on management team shift control issues

- Develop Operations Excellence Audit action plan.
- Ensure that Health & Safety and Food safety working practices are adhered to at all times
- Financial planning
- Develop budget plans and tactics to achieve target.
- Keep regular contact with customers to obtain feedback on service, food quality and staff friendliness using customer comment cards.
- Respond to written customer complaints on a weekly basis.
- Conduct management meetings.
- Communicate and implement national and local promotions.
- Manage the implementation of local sales building programmes
- Ensure outstanding customers' service is delivered everytime

Computer Literacy

- Microsoft Word, Microsoft PowerPoint, Microsoft Excel
- CorelDraw
- Adequate use of the Internet and Social Media

Interests

- Reading
- Travelling
- Organizing and Management

Referees

- **MR. FARINLOYE TOPE**
Business Development Manager,
Concord Transports & Logistics, Ibadan, Oyo State.
☎07035645799 ✉ farinsttt@yahoo.com

- **MR. OLUWAWUNMI FALAYE**
Branch Service Manager,
Access Bank Plc, EKSU Branch, Ekiti State
☎08140361052 ✉ wunmifalaye@yahoo.com