**OLUWOLE OLUWASHINA SAMUEL**

Aba Road Sabon Gari, Kano State, Nigeria

 +2349079388734 | Oluwolesamuel698@gmail.com

**PROFILE SUMMARY**

Detail-oriented individual, ready to fit into a rapidly developing organisation and positively impact to the growth of the organisation. Able to juggle several tasks concurrently while always meeting all requirements and deadlines. Possesses efficient and effective work ethic with highly improved leadership, relationship management, time management, and team-working skills.

**PROFESSIONAL EXPERIENCE**

**Access Bank PLC –** Customer Service Officer  **2022 – 2023**

* Maintained financial accounts by processing customer adjustments.
* Referred unresolved customer grievances to designated departments for further investigation.
* Assisted members in managing online services to help achieve daily banking needs at home.
* Updated customer accounts with current personal and purchasing information.
* Remained calm, composed and polite to deescalate aggressive customer behavior.
* Served as friendly first point of contact for customer inquiries

**D.D. Onietan & Co. –** Litigation assistant **2018 – 2018**

* Prepared summaries of cases and recommended alternatives and solutions.
* Processed filing of court documents and collated evidence and other legal documents for case files.
* Maintained confidentiality of litigation, negotiations for settlement and depositions.
* Maintained current and robust law library to help lawyers fully prepare for every case action.

**MTN Nig.** -Field Support Agent **2013 – 2015**

* Recorded daily activities completed, data communications and remedial action.
* Supported non-technical users by quickly investigating and resolving hardware and software issues.
* Reported major IT issues or defective products for further escalation.

**Dangote Company limited –**Marketing **2012–2014**

* Focused on getting the attention of the new potential customers.
* Engaged with the current customer base.
* Planned for new products.
* Developed market plans.
* Communicated findings.
* Provided reports to upper management.

**EDUCATION**

* **NYSC 2022 - 2023**

National Youth Service Corps kano.

* **Federal College of agricultural produce technology Kano (FCAPT) 2019 - 2021**

Higher National Diploma (HND) Computer Science

* **Federal College of Agricultural Produce Technology Kano (FCAPT) 2013 - 2015**

Ordinary National Diploma (ND) Computer Science

* **kings College Zungeru Road, Kano 2005– 2011**

Senior Secondary School Certificate (SSCE)

* **Good Foundation in Education Nur/Pri School Abeokuta Road, Kano 1999-2005**

First School Leaving Certificate (FSLC)

 **SKILLS & EXPERTISE**

* Monitoring and Evaluation.
* Internal Control.
* Negotiation Skills.
* Adaptability and Flexibility
* Time Management.
* Ability to Multitask.
* Interpersonal and Communication Skills.
* Microsoft Office

**HOBBIES**

 Meeting new people

 Travelling

 Reading and writing

**REFEREE**

Mr. Adebola Adeyemo

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Access Bank PLC

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Maryjane Adebayo

Product Manager

Credevnet Technologies

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