

OLUFUNMILOLA A. AKINMADE

SW3/147, Oshinkalu Street Okebola, Ibadan, Oyo State
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PROFILE: A focused and target-oriented professional with experience in public and media relations, customer service, journalism, news reporting, administration, complaint handling and multichannel contact handling with distinct ability to politely handle difficult and Irate Clients. Highly articulated and effective communicator, work well with individuals at levels, looking forward to providing value to organizations & clients towards achieving purpose, while developing self.

SKILLS AND CORE COMPETENCIES

- Public and Media Relations
 - Information Sourcing & Processing
 - Communications & Marketing
 - Customer Service
 - Administrative Support
 - Energetic and Persuasive
 - Ability to work within tight deadline
 - Good Time Management
 - Microsoft Office Packages
 - Teamwork
 - Problem Solving
 - Sense of Responsibility
 - Detail Oriented
 - Interpersonal Skills
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EXPERIENCE

UBA BANK PLC, Ibadan | Digital Banking Intern

2018 - 2019

Duties/ Achievements:

- ✓ Enrolment of Customers on the Banks' Digital platforms.
- ✓ Offered first level support to customers as regards digital banking solutions.
- ✓ Reporting and tracking of customer complaints on the Group Response Portal.
- ✓ Other duties as assigned.

EKI FM 100.9MHz, Ondo, Ondo State | News Reporter

2016 – Mar 2018

Duties/ Achievements:

- ✓ News Reporting.
- ✓ News Editing and News gathering.
- ✓ Reviewed and evaluated notes taken about event aspects.

DIVINE GLORY ACADEMY, IBADAN, OYO STATE | Teacher

2015 - 2016

Duties/ Achievements:

- ✓ Taught English Language.
- ✓ Prepared Lesson notes.
- ✓ Other duties Assigned by the School Authority.

ORANGE 94.5 FM, AKURE, ONDO STATE | Intern

2012 & 2013

Duties/ Achievements:

- ✓ News gathering.
- ✓ News Reporting.

EMMANUEL GLOBAL ACADEMY, IJEBU IGBO, OGUN STATE | French Teacher

2011 - 2012

Duties/ Achievements:

- ✓ Taught French.

- ✓ Prepared Lesson notes.
- ✓ Other duties Assigned by the School Authority.

EDUCATION

BSc. Mass Communication

2009 – 2015

Olabisi Onabanjo University, Ago-Iwoye, Ogun State

Senior School Certificate Examination (SSCE)

2003 – 2009

Demonstration Secondary School, Ondo, Ondo State

PERSONAL INFORMATION

Sex: **Female** / State of Origin: **Ondo**/ Marital Status: **Single**

References Available on Request