**OGUNSIPE, HANNAH TOMIWO, (B.Sc. Zoology)**

**Home Address & Contact:**

**NO 3 Faith Close Ilero Estate**

**Oleyo Road Odo-Ona Elewe,**

**Ibadan.**

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Email: [**tomiwo.ogunsipe@gmail.com**](mailto:tomiwo.ogunsipe@gmail.com)**;**

PERSONAL DATA

Sex: Female

Nationality: Nigerian

State Of Origin: Ogun

Local Government Area: Ijebu North

Marital Status: Single

Date of Birth: 28th January, 1991

career SUMMARY

A highly and results driven graduate of zoology with expertise in sales and marketing, customer service management and administration, with over two years of invaluable experience in such fields. Tomiwo is presently looking for suitable opportunity in customer services with a forward thinking company where she can excel, deliver and achieve his dreams, career aspiration and potential.

career OBJECTIVE

To efficiently contribute to organizational success through subordination of personal interest, dedication, and sacrifice, while seeking to excel in my career pursuit

To create a medium for human capital development in an organization that will have a positive impact on its growth as well as a positive repel effect on the economy; which will ensure both personal and professional development

Working with the motive of maximum production and expectation for growth and productivity

KEY SKILLS

* Capacity to work at an optimal professional competence level under minimal supervision **(Industrial Model)**
* Self-endued ability to co-work at constructive interpersonal relationship with other members of staff/team **(Good Team Spirit)**
* Self-endued ability to work under stress with minimal psychological disturbances **(High Stress Threshold)**
* Self-endued ability to learn fast, logically appropriate and cleverly apply new skill(s)/strategy to the overall improvement of the working system **(High Intelligence Quotient)**
* Excellent in time management, organization& planning, human resource management and people development.
* Excellent computer literacy and application skill **(ICT-Compliant)**
* Excellent Communication skill

PROFESSIONAL Certification

* Student member Chartered Institute of personnel Management **(April 2016)**
* Certificate in Health, Safety and Environment **(January 2015)**

ACADEMIC & educational BACKGROUND

[2014, November] NYSC Discharge Certificate

[2012, April] Olabisi Onabanjo University, Ago-Iwoye, Ogun State

B.Sc. Zoology

[2006, May] Oladipo Alayande School of Science, Oke-Bola, Ibadan

Senior Secondary School leaving Certificate

[2000 August] Aries Nursery & Primary School Orita Challenge, Ibadan.

First School Leaving Certificate

WORK EXPERIENCE

**August 2015 – Till date**

**Relationship Officer Access Bank Plc. Challenge Ibadan**

* Handle and coordinate sales of the bank’s product and services to potential and existing customers.
* Created awareness for bank’s financial products.
* Managed the sales of the bank’s products in a professional manner.
* Responsible for the sales and marketing of banking services.
* Monitor all customers’ enquires and complains, ensuring timely response to all issues.

**January 2015 – July 2015**

**Sales Executive General Supermarket Elebu Oluyole, Ibadan**

* Manage administration.
* Follow up on customer interaction
* Communicate and Coordinate necessary information to Head office and other outlet
* Handle sales and stock.
* Respond promptly to customer inquires
* Obtain and evaluate all relevant information about After sales Service
* Identify current and future customer requirement by establishing rapport with potential and actual customers.
* Complete store operational requirements by scheduling and assigning employees.
* Contribute to team effort by accomplishing related results as needed.

**October 2013 – November 2014 (NYSC)**

**Library Assistant / Customer Service Rep Osun State Library Board, Oshogbo, Osun State**

**Library Assistant**

* Performs circulation desk procedures such as checking in and out material.
* Catalogued and classified different categories of books
* Stock maintenance including the weeding out of old resources.
* Developed the use of ICT to improve service delivery.
* Sort books, publications and other items according to established procedure and return them to shelves files and other designated storage area
* Locate library material for users
* Information manager.

**February 2012 – September 2013**

**Customer Care Representative Knowledge-pool Consulting Limited, Ibadan**

* Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.
* Deal directly with customers either by telephone, electronically or face to face
* Respond promptly to customer inquiries
* Handle and resolve customer complaints
* Obtain and evaluate all relevant information to handle product and service inquiries
* Perform customer verification's Process orders, forms, applications and requests
* Direct requests and unresolved issues to the designated resource
* Keep records of customer interactions and transactions
* Record details of inquiries, comments and complaints
* Record details of actions taken
* Prepare and distribute customer activity reports
* Maintain customer databases
* Communicate and coordinate with internal departments
* Follow up on customer interactions
* Provide feedback on the efficiency of the customer service process

**July 2011 – January 2012**

**Laboratory Assistant Jolaleke Specialist Hospital, Ibadan.**

* Analysed and tested different individual blood sample.
* Responsible for report keeping and filing.
* Carried out other assignment assigned to me.

RESEARCH WORK CONDUCTED

The efficacy of plant extract on culex mosquito larvae – Final Year thesis submitted to the Department of Zoology, Olabisi Onabanjo University, Ago-Iwoye, Ogun State. January, 2012.

HOBBIES

* Networking, Analyzing data and Information, Multi-tasking, Adventurer, and Travelling

Referees

On Request