

## **Bukola, Ayomitunde Ibrahim**

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### **CAREER OBJECTIVE**

To be astute, dedicated, selfless, and all-around personnel who will use his vast construction knowledge to solve problems and bring about the company's growth and development. I am conscientious, passionate and highly efficient and effective in achieving set goals. Looking forward to work in a challenging environment where excellence and precision are highly valued, paving way for human capital development, to solve problems in a creative and effective manner in a challenging position.

### **EDUCATION**

University of Ilorin

BA Linguistics | 2017/10 - 2021/10

The BA in Linguistics from the University of Ilorin provided me with a solid academic background in linguistics and communication. I developed research skills in language structure, usage and meaning while delving into the history and culture of the English and Nigerian languages. The course gave me a strong knowledge base from which to make enduring contributions to the field.

University of Ibadan | 2024/07 – 2026/07

University of Ibadan School of Business

Masters of Business Administration (MBA) with a focus in Entrepreneurship and Operation Management

### **EXPERIENCE**

ALERZO

Customer Service Representative | 2023/09 -2024/02

Established and nurtured strong relationships with B2B customers, understanding their unique needs, and providing personalized support. Addressed and resolved any issues or concerns that B2B clients may have promptly. Managed accounts, contracts, and service agreements, ensuring that both parties meet their obligations. Possessed in-depth knowledge of the company's products and services to provide expert guidance and support. Maintained clear and efficient communication with B2B clients, offering assistance and updates as needed. Identified opportunities to suggest additional products or services

that could benefit the B2B client. Analyzed data and feedback from B2B clients to identify trends and areas for improvement in service delivery.

#### ISON BPO INTERNATIONAL LIMITED

Customer Service Representative | 2023/04 - 2023/06

With excellent verbal and written communication skills, I have been a successful customer service representative for ISON BPO INTERNATIONAL LIMITED. I have developed deep understanding of customer experience and maintained the highest level of customer satisfaction. I am well-versed in resolving customer's queries through email, phone, and other communication channels in a polite and professional manner.

#### Islamic College

Teacher | 2021/11-2022/10

#### Mercy Dew Model College

Teacher | 2023/01-2023/03

Supported student physical, mental, and social development using classroom games and activities.

Worked cooperatively with other teachers, administrators, and parents to help students reach learning objectives. Graded and evaluated student assignments, papers, and course work, incorporated multiple types of teaching strategies into classroom

Created and developed lesson plans to meet students' academic needs.

Completed student progress reports mid-term to notify students and parents of strengths and areas of improvement.

Evaluated students' understanding of course material through examinations and in-depth essay writing.

Modified lessons and curriculum to accommodate diverse learners by using strategies such as peer-assisted learning and group work.

Prepared quizzes, tests and examinations to gauge how well students were learning.

Met with students, parents and administrators to address and resolve students' behavioral and academic issues.

#### Hidden Knowledge Academy

Lecturer | 2020/06-2021/06

Supported student physical, mental, and social development using classroom interaction activities.

Worked cooperatively with other teachers, administrators, and parents to help students reach learning objectives.

Graded and evaluated student assignments, papers, and course work.

Incorporated multiple types of teaching strategies into classroom.

Kept students on-task with proactive behavior modification and positive reinforcement strategies.

Advised and counseled students to help them develop skills and knowledge required to succeed.

Conducted individual research projects to actively contribute to institution's research work.

## PROJECT

Red Cross

Volunteer sensitization on monkey pox and hepatitis.

Volunteer sensitization of HIV/AIDS, STDs, and some other chronic illness.

Group presentation on STD, premarital sex, unprotected sex, consequences, prevention and solutions to secondary school pupils.

## COURSE

International Strategic Management

My International Strategic Management course helped me to hone and improve my strategic thinking and communication skills.

## CERTIFICATE

Certificate of Customer Service Representative

Certificate of Customer Service Representative: Completed advanced training in customer service, problem-solving, communication skills, and conflict resolution to deliver best-in-class customer interactions.

NYSC: certificate of national service

International Strategic Management Institute

Proficiency certificate of strategic management

Jobberman software skill training certification

#### LEADERSHIP POSITION

Member of the student representative council (chief whip)

Chairman constitution review of Linguistics student representative council

Chairman budget planning committee Linguistics student representative council

Chairman disciplinary committee of Linguistics student representative council

Speaker of the Linguistics student representative council

#### SKILLS AND EXPERTISE

Excellent communication skills

Teamwork

Problem solving

Time management

Multitasking

Computer/Tech skills: word, excel, MS word

#### REFEREES

Available on request