

# Toluwalope Iseoluwa, Ojo

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## CAREER OBJECTIVE

A passionate, driven and enthusiastic management graduate with experience in customer relationship, management and retention, administration and sales, seeking to gather more experience in diverse fields, achieving organisational goals and objectives while being an efficient and effective human resource.

## EDUCATION

*Osun State University, Osogbo, Osun State.* 2021

Bachelor of Science, Business Administration. (First Class Honours)

*Moshood Abiola Polytechnic, Abeokuta, Ogun State.* 2015

National Diploma, Business Administration and Management. (Upper Credit)

## WORK EXPERIENCE

**Sales Executive/ Consultant, Jumia Force Nigeria** May 2017 – Aug. 2024

- Educate existing and potential customers about products and offers available on Jumia.
- Assist customers with placing their orders and advise how to receive them.
- Recruit and onboard new consultants into the scheme.
- Promote exciting periodic offers such as Black Friday, Jumia Anniversary, to generate more sales.

**Administrative Assistant, Osun State Ministry Of Economic Planning, Budget and Development**

Sept. 2022 – May 2023

- Sequential arrangement, sorting and storage of files and documents in the office.
- Liaising with other department and ministries for data, information and approval needed for the efficient and effective performance of the department and ministry at large.
- Performance of all other administrative roles.

**Customer Experience Manager, Polaris Bank Ltd (Formerly Skye Bank)** April 2018 – Jan. 2019

- Collate and manage escalated customers' complaints from branches and contact center until they are resolved.
- Attend to call/walk in customers and assist with enquiries or complaint about a product or service.
- Serve as a liaison officer between the customer and the bank in settling disputes as regard any product or service.
- Monitor the availability and functionality of service channels at all branches.
- Prepare periodic reports to the management which is a vital tool that aids decision making process.

## LEADERSHIP EXPERIENCE

**Treasurer/Financial Secretary, First Baptist Church Student Fellowship Alumni Association**

(FBCSFAA) Okuku, Osun State.

Jan. 2023 – till date

**Corp Camp Director, NYSC Orientation Camp, Asaya Camp, Kabba, Kogi State.**

(Batch B, Stream 1, 2022)

May 2020

**President, First Baptist Church Student Fellowship, Okuku, Osun State**

Dec. 2020 – Aug. 2021

## AWARDS & RECOGNITIONS

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First Class Graduate Award, Osun State University.	2022
Commendation Note, NYSC Orientation Camp, Asaya Camp, Kabba, Kogi State. (Batch B, Stream 1)	2022
Award of Recognition of Service, F.B.C. Student Fellowship, Okuku, Osun State.	2021
Best Student, Department of Business Administration & Faculty of Management Sciences.	2021
Overall Best Student, College of Management & Social Sciences, FBCSF, Okuku, Osun State.	2021

## QUALIFICATION & CERTIFICATION

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• National Youth Service Corps (NYSC) Discharge Certification	2023
• Proficiency Certificate in Management, <i>Nigeria Institute of Management</i>	2023
• Proficiency in Management, <i>Nigeria Institute of Management</i>	2023
• Data analysis, <i>Future Clan Bootcamp</i>	2024
• Product Management, <i>Labano Academy</i> (In View)	2024
• Data Analysis, <i>FBO Training and Research Centre, Lagos.</i>	2024
• Product Management, <i>HIIT Plc, Lagos.</i>	2024
• Project Management, <i>HIIT Plc, Lagos.</i>	2024
• Business Analysis, <i>HIIT Plc, Lagos.</i>	2024
• Certificate in Desktop Publishing, <i>Christana School of Computer, Lagos.</i>	2013

## SKILLS

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- Proficiency in Microsoft Office Suite
- Proficiency in Google Suite
- Analytical Thinking
- Communication
- Time Management
- Leadership
- Decision Making
- Teamwork
- Problem Solving
- Attention to Detail