

OLADAYO OLAYIWOLA ASHIRU

OBJECTIVE To be a very good team player and work towards a stated objective till it is achieved

- SKILLS & ABILITIES**
- Website Design (HTML, HTML5, JavaScript, CSS)
 - PHP / MySQL
 - Graphics design (Corel Draw, Photoshop, Fireworks)
 - General computing and installations
 - Photography and photo editing (Adobe Lightroom, Capture One Pro, Picasa)
 - Social Media Administration (Facebook, Twitter, LinkedIn, Blogger, WordPress etc.)
 - Customer Relationship Management / Service
 - Web Application Development
 - Data Analysis (Microsoft Excel, Tableau, Power BI)
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EXPERIENCE **BACK OFFICE SUPPORT SUPERVISOR (CUSTOMER CARE UNIT), IKEJA ELECTRIC**

January 2016 till date

RESPONSIBILITY

- Measuring data performance, analyzing customer behavior and trends and submitting same for management decision making.
- Manage the data and business intelligence unit to ensure that operational results are met.
- Identify opportunities to develop forecasts, statistical analysis, segmentation schemes, and data-driven activities to drive efforts around customer acquisition and retention.
- Generate periodic reports, departmental performance statistics across all touch points.
- Partner with the cross functional teams in delivering stable and highly reliable reporting platforms.
- Develop and manage the implementation of the work plans of the Unit.
- Develop Service Level Agreement and Standard Operating documents for use within the organization.
- Ensuring that data and statistical models are readily available on request for management decision making.
- Develop and analyze performance models for various units, segments and the department as a whole.
- Carrying out all other functions as designated in line with achieving the departmental objectives.
- Provide technical support for existing reports, dashboards, or other tools.
- Create or review technical design documentation to ensure the accurate development of reporting solutions.
- Generate standard or custom reports as well as carrying out data analysis for review by executives, managers, regulatory bodies, and other stakeholders.

ACHIEVEMENT

- Developed and designed Ikeja Electric Fault notification system and process.

- Designed and implemented Arrears Payment Plan Agreement System which includes an automated Re-connection permit system.
- Creation and setup of Social Media Service Helpdesk that monitors and respond to social media complaints.

BUSINESS ASSOCIATE EXECUTIVE, GLOBACOM LIMITED

2013 – 2016

RESPONSIBILITY

- Answer inbound calls from business associate and dealers.
- Provide adequate information to business associate and dealers.
- Make outbound calls to business associate and dealers when needed.
- Resolve any issue arising from business associate and dealers.
- Provide feedback to management and business associate and dealers to know areas of improvement.
- Resolve customer's issues using business associate and dealers as contact.
- SIM replacement processing.
- Handling of E-top Issues and escalation.
- Providing back end support for sales representatives.
- Responding to correspondence from E-top Up Helpdesk, Glozone Support and Business Associates Support helpdesk mail.
- Escalating unresolved helpdesk issues to necessary offices for resolution
- Providing management with details of issues arising from each helpdesk and providing necessary solutions.
- Relating with Information System team on for support on SIM registration activities on field as gathered from dealers and business associates.
- E-top up transaction monitoring and manipulation.
- Achieve set targets

INFORMATION SYSTEM EXECUTIVE (SPECIAL ASSIGNMENT – WEBSITE DEVELOPER), GLOBACOM LIMITED

2013 – 2014

RESPONSIBILITY

- Generate report of daily activities in the call center
- Analysis of daily data from call center activities
- Report generation and preparation
- Generating and developing minutes of customer care management weekly meeting

ACHIEVEMENTS

- Design and configure Business Associates and Glozones information portal
- Manage and edit Business Associates and Glozones information portal

CUSTOMER CARE REPRESENTATIVE, GLOBACOM LIMITED

2012 – 2013

- Promptly answer customer queries on phone and take customer complaints and satisfy them
- Provide up to date, accurate and appropriate information to customers
- Use all call handling courtesies at opening, during conversation and while ending the call
- Update CRM systems for each interaction for building relationship with clients and providing a link for the next interaction

- Up selling VAS and enhancing revenues
- Educate and promote new schemes and value-added services
- Seek inputs and update subscriber information as required
- Log service requests for action
- Generate leads and forward to sales function
- Optimum utilization of CRM systems / tools
- Project a sophisticated image of GLOBACOM to subscribers
- Follow Company processes and procedures and suggest improvements to improve / simplify its operations
- Provide customer feedback to management for improvement
- Achieve set targets

COMPUTER EDUCATION TEACHER, SACRED HEART CATHOLIC COLLEGE

2011 – 2012

- Teach and Practice Computer Education curriculum to Senior Secondary School students.
- Maintain and Co-ordinate the use of Computer Laboratory.
- Instill Moral and Academic discipline into the students

MICROSOFT OFFICE INSTRUCTOR (NYSC), DUTSE COMPUTER TRAINING CENTER

2010 – 2011

- Train and develop applicants on the use of Microsoft Office Packages.
- Prepare detail report on the activities of applicant and organization.

WEBSITE DESIGN INSTRUCTOR (INTERNSHIP), DOTS ICT, ABEOKUTA

2009 – 2010

- Train and develop applicants in Website Design and Development.
- Design and Develop Websites and Web Application when the need arises.
- Market company training packages and available ICT courses.

EDUCATION UNIVERSITY OF LAGOS – AKOKA, LAGOS – MASTER OF INFORMATION TECHNOLOGY

Second Class Lower Division

TAI SOLARIN UNIVERSITY OF EDUCATION – OGUN STATE – B.SC(ED) COMPUTER SCIENCE

Second Class Upper Division

ABEOKUTA GRAMMAR SCHOOL – OGUN STATE – S.S.C.E

Sciences

BAPTIST DAY SCHOOL, EREKO – OGUN STATE – FIRST SCHOOL LEAVING CERTIFICATE

Primary School Education

PUBLICATION Mobile Agents in Network System (School Project Work) – August 2009

The Security Architecture of Chromium Browser (Seminar paperwork) – July 2018

Design & Implementation of a Radio Streamer Application (School Project Work) – April 2019

REFERENCES

MR. KOLA AJIBOLA

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