ADEYEMI DANIEL ADEOYA

CONSUMER EXPERIENCE AND OPERATIONS ASSOCIATE

Phone: 08163377818
Email: adeyemidaniel0555@gmail.com
Location: Arola, Apete Ibadan, Oyo State, Nigeria

PROFESSIONAL PROFILE

Customer-focused and organized Communication and Language Arts student at the University of Ibadan with practical experience in customer service, front-desk operations, and administrative support. Skilled in attending to customer needs, resolving enquiries, maintaining accurate records, and ensuring smooth day-to-day operations.
Proficient in Microsoft Office with strong interpersonal, communication, and problem-solving skills. Passionate about delivering excellent customer experience and supporting operational efficiency.

CORE COMPETENCIES

Customer Experience & Customer Support
Customer Operations and Service Delivery
Front-Desk and Administrative Operations
Customer Relations and Enquiry Management
Record Keeping and Documentation
Scheduling and Activity Coordination
Problem-Solving and Conflict Resolution
Time Management and Attention to Detail
Teamwork and Organizational Communication

WORK EXPERIENCE

ADMINISTRATIVE AND STAFF COORDINATION SUPPORT
Family Business Offices, Ibadan
- Supported daily business operations and ensured smooth customer service delivery.
- Attended to customer enquiries and provided timely assistance to ensure satisfaction.
- Coordinated staff activities and schedules to maintain operational efficiency.
- Maintained accurate records of transactions, documents, and customer

information.
- Assisted in resolving customer issues and improving service processes.

SECRETARY

OLATUNJI BABATUNDE TIMOTHY CHAMBER 2022– 2024

Communicated professionally with customers and responded to enquiries.
Identified customer needs and provided relevant product information.
Maintained positive customer relationships and supported customer satisfaction.
Assisted with daily business operations and inventory-related activities.
Worked with colleagues to support smooth operations.
Developed practical skills in communication, teamwork, problem-solving, and relationship management.

RECEPTIONIST

Saint Guest House, Ibadan

Welcomed guests and attended to enquiries professionally
Assisted with front-desk and routine administrative duties.
Communicated information clearly and helped maintain an organised environment.
Supported day-to-day reception activities.
Strengthened customer service, organisation, and interpersonal communication skills.

EDUCATION

University of Ibadan, Ibadan, Nigeria
B.A. Communication and Language Arts
2024 – Present
AREAS OF STUDY
Communication and interpersonal relationships
Language and professional communication
Writing and editing
Media and communication

Abadina College, University of Ibadan
Secondary Education
2016 – 2022

TECHNICAL SKILLS

Microsoft Word
Microsoft Excel
Microsoft PowerPoint

Document preparation and record keeping
Digital communication
Basic content writing and editing
Social media content creation

CAREER OBJECTIVE

To contribute to a forward thinking organization, as a Customer Experience and Operations Associate by delivering exceptional customer support, ensuring efficient energy operations, and enhancing overall rider satisfaction and operational effectiveness

REFERENCES
Available upon request.