OKIKIOLA ARINOLA RUFAI

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PROFESSIONAL SUMMARY

Customer-focused and reliable professional with experience in cashier operations, sales, hospitality, and front-desk responsibilities. Skilled in communicating with customers, handling payments, responding to enquiries, maintaining accurate records, and resolving everyday customer concerns professionally. Familiar with Bet9ja cashier operations and comfortable working in a fast-paced environment that requires patience, accuracy, confidentiality, and attention to detail. Possess basic computer skills and a strong willingness to learn new customer support tools and online platforms. Seeking to contribute to a customer-focused team as a Customer Support Representative.

CORE SKILLS

- Customer service and customer relationship management
- Verbal and written communication
- Customer enquiries and complaint handling
- Cash handling and payment processing
- POS and transaction support
- Record keeping and sales documentation
- Problem-solving and conflict resolution
- Attention to detail and accuracy
- Professionalism and customer confidentiality
- Basic computer skills
- Teamwork and time management
- Ability to work under pressure
- Willingness to learn digital support platforms

WORK EXPERIENCE

Waitress / Receptionist / Storekeeper / Housekeeper

Big Ocean Inn Hotel | May 2026 – September 2026

- Attended to guests and responded to enquiries professionally.
- Assisted with front-desk responsibilities and provided information to customers.
- Communicated with guests to understand their needs and address concerns.
- Maintained accurate store records and monitored available supplies.
- Handled assigned duties efficiently in a busy hospitality environment.
- Worked with other team members to maintain service quality and customer satisfaction.
- Demonstrated patience, professionalism, and attention to detail when dealing with guests.

Nail Technician / Small Business Owner

Self-Employed | 2022 – Present

- Communicate directly with customers to understand their preferences and requirements.
- Respond to enquiries about services, pricing, and appointments.
- Manage customer bookings and follow up on service requests.
- Handle payments and maintain professional customer relationships.
- Address customer concerns and work towards satisfactory outcomes.
- Maintain service records and manage day-to-day business activities.

Waitress

New Planet Hotel, Lagos | 2020 – 2021

- Welcomed customers and provided courteous customer service.
- Took customer orders and communicated requests accurately.
- Responded to customer questions and handled complaints politely.
- Coordinated with colleagues to ensure timely and efficient service.
- Maintained a professional attitude during busy periods.

Sales Representative

2020

- Assisted customers with product enquiries and purchasing decisions.
- Explained product information clearly and professionally.
- Built positive customer relationships through effective communication.
- Responded to customer concerns and helped identify suitable solutions.
- Supported sales activities and contributed to a positive customer experience.

Cashier

2016 – 2020

- Assisted customers with betting-related transactions and cashier enquiries.
- Processed transactions carefully and handled cash responsibly.
- Answered routine customer questions and provided clear information.
- Maintained accurate transaction records and followed established procedures.
- Assisted customers in a busy, time-sensitive environment.
- Handled customer interactions professionally and maintained confidentiality.
- Developed practical familiarity with sports betting shop operations and customer needs.

EDUCATION

Senior Secondary School Certificate (SSCE) — Glory Landers International School | 2017

Obafemi Awolowo University (OAU) | 2022

COMPUTER SKILLS

- Basic computer operations
- Basic digital communication
- Willingness to learn Microsoft Office, Google Workspace, CRM systems, ticketing platforms, and live-chat tools

PERSONAL ATTRIBUTES

- Patient, polite, and approachable
- Trustworthy and responsible
- Quick to learn and adapt
- Detail-oriented and organised
- Calm when handling difficult customer interactions
- Committed to customer satisfaction and professional conduct

REFERENCES

Available upon request.