

ABISOLA JOSEPHINE IGE

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CAREER STATEMENT:

A proactive professional with impeccable problem solving skills, willing to go the extra mile to increase customer satisfaction and usher in swift contribution to the team and organization.

PROFESSIONAL QUALIFICATIONS:

2015 Certificate in Marketing and Strategy (O₂ Academy)

2016 Certificate in Digital Marketing and Strategy (Wild Fusion Digital Center)

2020 Certificate in TEFL & TESOL (The TEFL Org)

EDUCATION:

2007 - 2011 University of Ilorin, Kwara State.
B.A English Language

2020 – Till date University Of Dundee, Scotland, UK
Master's in Education, Leading, Learning & Teaching

WORK EXPERIENCE:

ALPHA MEAD GROUP

2019 - 2020

Lagos, Nigeria

POST HELD: Marketing & Corporate Communications Manager

Responsibilities:

- Facilitating interdepartmental communications and managing external communication.
- Ensuring the company's vision and information content is consistent and engaging.
- Development and execution of promotional activities to increase brand awareness and foster customer retention.
- Creating informative content, articles and team building ideas to share on intranet.
- Research and analysis of trends online.

BIG PICTURE ENTERTAINMENT

2017 - 2019

Lagos, Nigeria

POST HELD: Customer Service, Admin & Operations Manager

Responsibilities:

- Managing human and material resources efficiently to ensure optimal operations.
- Ensuring social media content was regularly updated, informative and entertaining.
- Developing standard for frontline staff and other frontline officers.
- Client's media advisory and consulting duties.
- Identifying customer needs, researching issues and providing solutions.

TENEĆE PROFFESIONAL SERVICES

2015 – 2016

Lagos, Nigeria.

POST HELD: Brand and Corporate Communications Executive

Responsibilities:

- Promoting company's corporate image through events and outreach.
- Creating and managing relationships with OEMs (Symantec, Dell, Oracle, etc.)
- Creating and managing clients' and end user relationships.
- Budget management and purchase administration.
- Organizing product launch for clients' information.

ETISALAT NIGERIA

2014 - 2015

Lagos, Nigeria

POST HELD: Customer Care Executive

Responsibilities:

- Frontline help desk for subscribers around the country
- Resolving technical issues with subscribers' lines in courteous manner
- Liaison between company and its current and potential customers
- Telemarketing of company products in both English and Yoruba languages
- Event host and MC delighting customers at first contact.

UNITED BANK OF AFRICA PLC

2012 - 2013

Lagos, Nigeria

POST HELD: Resource Officer & Direct Sales Agent

Responsibilities:

- Quality monitoring and quality assurance of Afri-Pay product, U-Mo.
- Marketing of U-Mo services to communities and major markets in the metropolis.
- Customer service and care helpline for bank customers.
- Ensuring customer satisfaction at the core of every decision and behavior.
- Enrolling new customers and cash transactions with existing customers.

SKILLS:

- Engaging personality and excellent multi-tasking attitude.
- Conflict Resolution with attention to details.
- Creativity, Excellent Technical Writing and Presentation.
- Strong telephone and face to face communication.
- Strong communication, observation and feedback.

INTEREST:

Traveling | Meeting People | Swimming | Outdoor Activity | Puzzles | Cooking.

PERSONAL INFORMATION:

Date of Birth : 5th July, 1984
Sex : Female
Nationality : Nigerian
Marital Status : Married
Visa : Husband Visa

