

# OLUJUWON FREDRICK MEDUNA

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## PROFILE SUMMARY

Dedicated to helping customers resolve issues and cultivating a positive image of the organization. A patient and empathetic listener, skilled at supporting and encouraging others. Passionate at creating quality professional relationships with clients to win loyal customers.

## WORK EXPERIENCE

February 2020 – till present  
Team Coordinator

### MOSAIC DUBAI

- Executing communication and feedback flow between leadership and the team.
- Coordinating individual performance, ensuring they align with dynamic organizational plans.
- Ensuring that performance goals are clearly communicated
- Charting training and giving organizational orientation to new team members
- Providing assistance, guidance, and coaching support as needed
- Planning and supervising logistics of equipment to ad hoc venues
- Orchestrating dynamic workflow structure.

February 2017 – August 2019  
Customer Service Representative

### COZA INTERNATIONAL DMCC, DUBAI

- Received customers warmly and recorded their basic data.
- Executed the set up and maintenance of an appealing welcome area.
- Advised and assisted customers, paying attention to their individual needs.
- Recorded customer interaction details in database to track requests, document problems and record solutions offered.
- Cultivated customer loyalty and promoted repeat customers by maintaining healthy relationships.
- Made routine phone calls to get feedback on customers' satisfaction and suggested implementation of screened suggestions to senior management for implementation.

## OTHER WORK EXPERIENCES

- EVENTLAB STAFF AT SPECIAL OLYMPICS (2019), Abu Dhabi  
Venue Communication/Spectator Services
- COZA GLOBAL – Abuja, Nigeria  
Team Supervisor
- LICKI FINGERS RESTAURANT, Lagos, Nigeria  
Customer Service Representative
- SHUGA BAND \_ Lagos, Nigeria  
Administrative Assistant

## SKILL HIGHLIGHT

- |                              |                    |
|------------------------------|--------------------|
| ~ Leadership                 | ~ Observation      |
| ~ Microsoft Excel & Ms. Word | ~ Coaching         |
| ~ Customer service           | ~ Data entry       |
| ~ Workflow Management        | ~ Time Management  |
| ~ Interpersonal Skills       | ~ Technology savvy |

## EDUCATIONAL QUALIFICATION

Bachelor of science  
(Geography and Environmental Management)  
University of Ilorin, Nigeria - 2015

## OTHER CERTIFICATIONS

Basic Human Resource Management  
Occupational Health, Safety and Environment

## ADDITIONAL DETAILS

Visa Status: Employment  
Driving License: Yes

## REFERENCES

Available upon request