**OLOWO-OKERE TIMOTHY KOLAWOLE B.Ed.**

**+**2348060096696 | [otimothy62@gmail.com](mailto:otimothy62@gmail.com)

42, Oremeji Street, Abule Egba, Lagos State, Nigeria.

**PROFESSIONAL SUMMARY.**

Responsible, sensitive, flexible, caring, resourceful, committed to maintaining set organizational standards, dedicated, patient and adaptable to suit clients defined needs with certifications to carry out proper and professional caring duties with willingness to learn.

**KEY COMPETENCIES:**

* Ability to remain calm in challenging situations.
* Completes assignments safely and efficiently.
* Professional customer service skills.
* Ability to work under pressure.
* Comfortable working with others (Teamwork)
* Excellent communication skills.
* Flexible approach to shift patterns, able to work unsocial hours.
* Ability to prioritize and manage personal workload.
* Technical know-how on systems and applications.

**CERTIFICATIONS:**

* Basic Life Support Training (CPD Certified) **2022**
* Senior First Aid Training (CPD Certified) **2022**
* Infection Control Training (CPD Certified) **2022**
* Information Governance Training (CPD Certified) **2022**
* Manual Handling Awareness Training (CPD Certified) **2022**
* Medication Administration Training (CPD Certified) **2022**
* Medication Competency Training (CPD Certified) **2022**
* Mental Capacity Act Training (CPD Certified) **2022**
* Equality and Diversity Training (CPD Certified) **2022**
* Fire Safety Awareness Training (CPD Certified) **2022**
* Basic Food hygiene (CPD Certified) **2022**
* Occupational Health and Safety (CPD Certified) **2022**
* Power Business Intelligence (Microsoft Certified) **2017**
* Online Marketing Fundamentals (Google Certified) **2018**

**PROFESSIONAL EXPERIENCE:**

**Volunteer Carer**

August 2022 – Till Date

Health Emergency Initiative Lagos (NGO), Nigeria.

* Enlightenment Campaigns in Rural Areas.
* Training of community members on First Aid application.
* First Responder Training.
* Basic Life Support Training.
* Weekly care for the elderly in different communities.

**PROFESSIONAL EXPERIENCE:**

**Team Lead, Customer Experience Operations:**

Nov 2021- Till Date

**Natcom Development and Investment Limited (ntel).**

24, Chris Alli Crescent, 2nd Avenue Estate, Ikoyi-Lagos, Nigeria

**Duties:**

* Customer Experience Operations: Overseeing the customer experience operations of the entire business (Revenue Generation, Report generation, Customer satisfaction, Service assurance management)

**Contact and Service Center Supervisor:**

Feb 2018- Nov 2021.

**Natcom Development and Investment Limited (ntel).**

24, Chris Alli Crescent, 2nd Avenue Estate, Ikoyi-Lagos, Nigeria

**Duties:**

* SLA and TAT management, QRC management, Quality management, Touch points foot management) Ensuring upselling revenue target is met and surpassed.

**Lead Analyst, Quality Management:**

April 2017-Feb 2018.

**Natcom Development and Investment Limited (ntel)** (Team Lead, Quality Management)

24, Chris Alli Crescent, 2nd Avenue Estate, Ikoyi-Lagos, Nigeria

**Duties:**

* QA monitoring and evaluation, ensuring correct KYC details capture, Agents training and monitoring.

**EDUCATION:**

**UNIVERSITY OF IBADAN—** Ibadan, Nigeria **2011**

B.Ed.-Adult Education/Political science,

(Second class lower division)

**EJIFLOX COLLEGE—**12/14, kingdom hall avenue, Lagos state. **2005**

Senior School Certificate Examination (SSCE)

**REFEREES:**

Available on Request.