

BUKOLA OKE.

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EDUCATION

March 2022 – October 2024

Law Society of Ireland

First Examination [FE-1] Candidate.

I am currently studying to write four [4] out of the eight [8] subjects on the FE-1 Examination in October 2022 while completing my final year at University College Cork.

September 2020 – July 2023

University College Cork

Bachelor of Law, LLB - 2.1 [Predicted].

Modules: Criminal Law [70%], Contract Law [65%], Law of Tort II [62%], Foundations of the Legal System [60%], Constitutional Law [45%], Family Law [45%].

September 2017 - July 2020

Dublin Business School

Bachelor of Arts [Hons] in Business Law – 2.1 [Obtained]

3rd Year Modules: Lifelong Learning [78%], Global Business [77%], Strategic Management [75%], EIA [75%].

2nd Year Modules: Business Finance [75%], Employability Skills [75%], Management [70%], Innovation [60%].

1st Year Modules: IT Essentials [83%], Learning to Learn [72%], Communication for Personal Success [66%].

September 2010 – July 2016

Eagles Comprehensive High School

Nigeria Leaving Certificate [WASSCE] – My Irish Equivalent CAO point is [543 points].

Subjects: Mathematics – B3, English Language – B3, Civic Education – A1, Food and Nutrition – A1.

Awarded: ‘Best Graduating Student’ in the Art department, ‘Overall Best Graduating Student’ in my class.

WORK EXPERIENCES

June 2021 – Present

Inbound Auto Fault Technical Process Executive, Infosys BPM Ltd

- Maintaining an overall first-contact resolution rate of 99%.
- Consistently exceeding minimum caller satisfaction rate with monthly averages of 4.7-4.9 (out of 5).
- Liaising with IT personnel to modify call platform settings resulting in >10% improvement in capacity at no extra cost to the company.
- Working in teams to achieve and maintain service level statistics and KPI's.

Key Achievements

- Received a greater proportion of FCR requests than most colleagues due to consistently high resolution rates (>99%).
- Recognised as the top executive in 9 out of 12 months, and landed in top 2 every month.

December 2017 – September 2020 Customer Service Representative, Strategic Training and Business Services.

- Provided excellent proactive anticipation of customer's needs, handled customer's complaints, provided appropriate solutions and followed up to ensure resolution. This earned me a quick promotion.
- Built positive and professional relationships with customers during their shopping experience by being detail oriented and giving fashion suggestions tailored to their style.
- Demonstrated excellent communication and sales strategies by actively listening and asking customers questions regarding their shopping experience.

Key Achievements

- Placed in top five in internal CSR ranking every month since February 2018, and top three for four of those months.
- Reduced monthly refund rate by 25-30%.

September 2016 – August 2017

Customer Service Representative, Bussic Fashion Design.

- Identified potential productivity and quality improvement measures to ensure continuous improvement of client services.
- Interacted with 70+ customers per day on phone calls to improve their experience through a warm, friendly manner and demonstrated eagerness to answer their queries and complaints.

- Utilised interpersonal and communication skills while providing exceptional customer service and engaging with customers to tailor advice and recommendations.

Key Achievements

- Attained the highest performance levels and quality customer care, both meeting and exceeding requisite KPI's and targets; securing additional revenue of approximately ₦300,000 within the February 2017 period.
- Contributed to the retention of >99% service grading and <2% abandonment figure for the Customer Service Department.
- Initiated sample scripts on questions to ask clients in order to gain all the requisite information necessary, saving the department ₦50,000.

LEGAL INSIGHT SCHEMES

I have attended the following events to enhance my knowledge and to gain insights into Corporate Law.

May 2022

LawStart Intern, A&L Goodbody

January 2022

WFirst Intern, William Fry

October 2021

Black Heritage Insight Day, Allen & Overy

May 2021

Accelerate Programme Participant, Arthur Cox

April 2021

Insight Day, Fieldfisher

VOLUNTEER ACTIVITIES

October 2021 – Present

Welfare Crew Member, University College Cork

- Volunteering as part of a team to respond to emergency situations from students who are experiencing specific health crises and providing advice and assistance to all students on welfare related issues thereby, disseminating information in line with GDPR.

September 2018 – May 2020

Peer Mentor, Dublin Business School

- Assisted new students to settle into DBS by organizing group activities and providing support and guidance throughout their first year.
- Maintained regular contact with the Student Adviser/ Student Progression Manager on issues of importance.
- Listened to the needs of the students and helped new students to access the university's support services where appropriate.
- Represented myself and the university in a constructive, helpful, and positive way.

POSITIONS OF RESPONSIBILITIES

September 2022 – Present

Campus Brand Ambassador at A&L Goodbody LLP

October 2020 – Present

Student Representative at University College Cork

September 2018 – July 2020

Business & Law Class Representative at Dublin Business School

September 2014 – July 2016

Senior Prefect and Head Girl at Eagles Comprehensive High School

SKILLS AND ABILITIES

Networking Skills | Persuasive [Written and Spoken] Communication Skills | Compassion and Empathy for Clients | Detailed Research and Analytical Skills | Exceptional Time Management Skills.

LANGUAGES, IT SKILLS, INTERESTS AND HOBBIES

Languages: Native in English, Yoruba, Igbo and Nigerian Pidgin English (written & spoken).

IT Skills: Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Teams), Adept at using Internet Search Engines for Research Purposes.

Interests: Keen Interests in reading Business and Financial Magazines, Keen Interests in learning Foreign Languages [Korean, Irish and French]. Keen Interests in attending Law Insight Days and Events in order to improve my Commercial Awareness.

Hobbies: Volunteering and Community Involvement, Debating and Building my professional network.

REFERENCES

Available on request.