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|  **AUGUSTINA ADEDIRAN**  |
| **Address: 49, The Walk, Moyglare Hall,**  **Maynooth, Co. Kildare** **Residency status: permanent, work permit not required**  | **Tel: +353 1 6293940****Mobile: +353 894414622****E-mail: augusdiran@yahoo.co.uk**  |
|  **SUMMARY** |
| **Legal Skills acquired, Customer Service and People Management experience. A hardworking and focussed individual dedicated to achieving results in a competitive environment.****EDUCATION** **Master Legal Science Professional (MLSP. Hons.) (Ireland)** **Bachelor of Business Studies Management (BSC. Hons.) (Ireland)** **Bachelor of Political Science (BSC. Hons.) (Nigeria)** |
|  **EXPERIENCE**  |
| * **Telemarketing / Sales**
* **Retail Operation**
* **Acquired legal knowledge**
 | * **Sales Administration**
* **Customer Service Management**
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| **Demmy Commercial Services - Customer Service Operation Jan 2008 - Till date*** **Generating new leads and maintaining existing customers**
* **Sales target achievement and exceed revenue target by responding to customer needs**
* **Identify new business opportunity and introduce new products to boost sales**
* **Identifying areas of business process improvement to enhance customer experience**
* **Manage and review clients’ account and retail channels periodically**
* **Achieved customer service objective in a solution driven manner**
* **Managing the implementation of strategy and solutions to meet the needs of customers**
* **Anticipate customers’ needs and facilitate solution development**

**Dunnes Stores – Customer Service Assistant Sept 2007 - Jan 2008****Provision of excellent customer service****Excellent check out operation****Professional and creative merchandising skill****Management of section plan-o-gram****Shrink management skill****Tinade Services - Marketing / Sales Executive Jan 2007 - Sept 2007****Telemarketing / sales activities****Customer complaint management****Monitoring of prompt deliveries** **Cash and credit sales management****Marks and Spencer – Sales Adviser Oct 2006 – Dec 2006** **Waste reduction management skill** **Excellent customer management (complaint and objection handling)** **Effective safety management skill (Industrial and HACCP)** **Proficient in Electronic point of sale and check out till** **Creative Product Merchandising**  |
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| **Personal Skills****Legal skill acquired knowledge****Time and Team management skill****Good interpersonal and organisational skill****Good attention to details** **Customer service management skill****Dynamic and receptive to new ideas** **Computer literate** |
| **Reference****Dr. Neil Maddox****Department of Law****Maynooth University****Ph. (01) 708 4569** |

 **Dr. Sibo Banda,**

 **Department of Law**

 **Maynooth University**

 **Ph. (01) 7086235**