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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** |
| **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**

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