

BUKOLA OKE

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PROFESSIONAL SUMMARY

A dedicated and highly skilled professional with a strong academic foundation in law and business, complemented by practical experience in high-stakes legal and compliance environments, adept at navigating complex legal landscapes with precision while identifying compliance gaps and mitigate risks which has proven invaluable in ensuring regulatory adherence and optimizing operational efficiency.

SKILLS SUMMARY

Litigation Support • Diary Management • Conflict Resolution • Meeting Planning • Client Billing • Legal Documentation Management • Communication • Modern Legal Systems • Document Preparation • Proofreading & Editing • Time Management • File Management • Organizational Skills • Client Liaison • Confidentiality Management • Email Correspondence • Administrative Support • Scheduling • Research Skills • Report Generation • Invoicing • Stakeholder Management • Project Coordination • Corporate Governance • Data Entry • Record Keeping • Case Management • Contract Negotiation • Stakeholder Engagement • Compliance Risk Assessment

PROFESSIONAL EXPERIENCE

MOORE IRELAND | Governance, Risk & Assurance Associate (Internal Audit Practitioner) Sep 2023–Present

- Conducted comprehensive fieldwork in internal audit, drafting detailed reports for final management review, and regularly engaging with senior management and the board.
 - Led team meetings to design and implement internal audit plans, overseeing all aspects of internal audit work and ensuring alignment with organizational objectives.
 - Performed due diligence for credit union mergers, with in-depth focus on governance, tax, and investment evaluations.
 - Led an audit that identified critical compliance gaps, saving a client €750,000 in potential fines and operational losses.
 - Developed and executed an advanced audit strategy, leveraging data analytics and risk assessment, improving operational efficiency by 20% and securing a 7% revenue increase through contract renewal.
- ❖ **Key Skills: Process Optimization & Insight Delivery and Cross-functional Collaboration & Leadership.**

A&L GOODBODY LLP | Aviation Finance Intern Jul 2023–Aug 2023

- Shadowed 7 partners and senior associates during a €500 million aviation deal, gaining insights into high-stakes legal advisory and transactions.
 - Streamlined document management for aircraft leasing transactions, reducing turnaround time by 25%.
 - Collaborated with cross-functional teams to draft and review financing agreements, improving legal documentation accuracy and quality by 15%.
 - Played a key role in client communication, enhancing satisfaction by 20% through timely and clear report delivery.
 - Led a team to victory in a pro-bono debate, showcasing leadership and persuasive argumentation skills.
- ❖ **Key Skills: Client-Centric Communication, Legal Precision and High-Stakes Transaction Experience.**

INFOSYS BPM LTD | Inbound Auto-Fault Senior Technical Process Executive Jun 2021–Jul 2023

- Collaborated with IT to improve call capacity by over 90% at no additional costs.
 - Collaborated with cross-functional teams to troubleshoot complex technical issues, ensuring swift resolution and minimizing customer downtime.
 - Engaged in active problem-solving, using technical expertise and strong communication skills to explain solutions in a clear, client-friendly manner.
 - Developed and maintained relationships with clients, building trust through consistent follow-ups and delivering outstanding customer service.
 - Provided detailed technical reports and feedback to management, contributing to continuous process improvements and service efficiency.
- ❖ **Key Skills: Operational Efficiency, Innovative Technology Integration, Proactive Quality Assurance.**

EXTRACURRICULAR EMPLOYMENT | EARLY CAREER

STRATEGIC TRAINING & BUSINESS SERVICES | Customer Service Representative

Dec 2017–Sep 2020

- Increased customer satisfaction by 60% within 6 months by implementing personalized service strategies, improving feedback scores from 4.2 to 4.9.
 - Resolved 97% of customer inquiries on first contact, reducing response time by 70% and improving efficiency.
 - Maintained a 99% client retention rate, contributing to 15% year-over-year growth.
 - Implemented a customer feedback loop, leading to a 70% improvement in service quality and a 80% increase in NPS.
 - Achieved top two rankings in internal CSR performance metrics monthly from February 2018 to July 2020.
 - Exceeded sales targets by 40%, enhancing the overall customer experience and shopping environment.
- ❖ **Key Skills: Proficient Complaint Management, Customer Engagement and Exceptional Reputation Building.**

BUSSIC FASHION DESIGN | Business Development Specialist

Sep 2016–Sep 2017

- Spearheaded the development and implementation of innovative sales strategies and dynamic pricing, driving a 65% annual revenue increase and enhanced competitive positioning.
 - Instituted a targeted outreach strategy, using in-depth market research to identify high-potential segments to boost client acquisition by 70% in one year.
 - Cultivated strong relationships with key stakeholders and clients, driving repeat business and customer loyalty.
 - Utilized advanced analytics to identify trends and opportunities, enhancing sales strategies and market positioning.
 - Collaborated with marketing, product development, and sales teams to align business development initiatives with company goals, ensuring cohesive and effective execution.
- ❖ **Key Skills: Stakeholder Relationship Management, Revenue Optimization, Data-Driven Decision Making.**

EDUCATION

International Law Summer School – University of Montana School of Law	2023
Bachelor of Law, Postgraduate LLB – University College Cork	2023
Bachelor of Arts (Hons), Business Law – Dublin Business School	2020

TECHNICAL PROFICIENCY

iManage; Zoom; Google Meet; Skype; Microsoft Office 365—Word, Excel, Teams, PowerPoint, Outlook; Westlaw; LexisNexis; Bloomberg Law; Clio; Relativity; DocuSign.