

AKINWALE OYINKANSOLA

Ottawa, Ontario

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Career objective: a motivated and dependable professional with a strong background in customer service, education, Security Guard and office administration. Holding a valid security license and committed to ensuring safety, security, and exceptional service. I'm approachable, empathetic, and a good communicator and eager to contribute to security teams in Ottawa, providing both proactive support and effective security services while ensuring the safety and well-being of individuals and property.

Highlight of skills:

- Attention to detail
- Ability to work independently
- Confidentiality and integrity
- Communication Skills
- Team collaboration
- Technical Proficiency
- Customer service
- Time Management

Work experience:

Ministry of Education – Abuja, Nigeria (*April 2023 – January 2025*)

OFFICE ADMINISTRATOR

- Managed daily administrative operations, including scheduling, records management, and resource coordination
- Responded to inquiries via phone and email with professionalism and attention to detail
- Supported event coordination for training sessions, staff workshops, and public initiatives
- Proficiency in word processing
- Maintained accurate documentation and assisted with departmental reporting

Customer Service Representative

Shoprite Shopping Mall – Ibadan, Nigeria (*April 2020 – March 2023*)

- Delivered prompt, courteous support via phone, email, and in-person interactions
- Helped customers navigate services and resolved issues with empathy and professionalism
- Processed transactions and data entries with high accuracy
- Promoted products and services aligned with customer needs
- Strengthened customer satisfaction through active listening and proactive support

Security Guard (Peace Security Guard)

Security at the Place Restaurant – Nigeria (*September 2018 – March 2020*)

- Conducting regular security checks, ensuring compliance with safety protocols and reporting any incidents or concerns.
- provided exceptional customer service, addressing concerns and helping patrons.
- Maintaining a secure environment for customers, employees and assets within the restaurant.
- Monitoring CCTV cameras, controlled access, and responded to incidents.
- Collaborating with management to prevent and respond to security threats, theft and vandalism.

Education:

Bachelor of Education (B.Ed.) in Educational Management

Adekunle Ajasin University – Nigeria- 2019-2024

Data Science: R Basics (PH125.1x) *Harvard University – Online (edX)- 2020*

Certificates:

- **Security License- Canada – 2025**
- **CPR Certification - 2025**
- **Permanent Resident of Canada**

References: Available upon request.