TESLIM JINADU 

 2509 Zakhir Tower 1, Sharjah UAE.

 Phone: +971 54 588 4166

 Email: ayjinadu@gmail.com

 Nationality: American

**Profile:** A hard working well disposed individual with a broad base of experience. Flexible and responsible. I find it easy to easy to get along with colleagues and enjoy working in challenging and stimulating environments.

* Strong organizational ability
* Able to Grasp new issues quickly
* Excellent communications and inter-personal skills
* Ability to work alone as well as being a team leader
* Multi-lingual (English, Creole and Yoruba)

**Employment:**

**PHILLIP MORRIS INTERNATIONAL (DUBAI, UAE)**

Consultant July 2019 – Present

Responsibilities:

Establish and develop consumer centric relationships with Legal Age Consumer to introduce new and innovative reduced risk product category (IQOS) to the marketplace.
• Educate and inform the Legal Age Consumer of the product characteristics of reduced-risk products (IQOS) as an alternative to combustible cigarettes.
• Support the consumer journey of Legal Age Consumer as they make their transition to being smoke free. Ensure the consumer is aware of the various options and channels to be supported (Customer Call Centre, IQOS Store, IQOS Coaches, etc.). Provide superior customer service.
• Acquire and generate new leads to ensure sustainable commercialization of IQOS

• Identify people and communities for whom IQOS\* will be relevant
• Supervise and assess the quality of one to one or one to many communications
• Propose tools that can facilitate extended communication in order to assure Legal age user (LAU) understanding of device technical usage and their new experience
• Collect consumer feedback and propose corrective actions where needed
• Provide other meaningful support such as cleaning tips, information on IQOS friendly places/events, etc.
• Proactively share experience and feedback with other team members so the capabilities to be improved
• Supervise service efficiency of the Company’s trade partners involved in IQOS commercialization, with the goal to optimize and increase service quality

**VISION INSTITUTE (AJMAN, UAE)**

Business Development Manager November 2017 – July 2019

Responsibilities:

* Identify new enrollment leads
* Pitch enrollment and services to new students
* Maintain a good working relationship with new contacts
* Communicate new course developments to prospective clients
* Oversee the development of marketing literature
* Organizing and running special courses
* Writing reports and providing management with feedback

**LINK 4 INC (Maryland USA)**

Sr. Claims Adjuster (Corporate Level) June2013 – November 2017

Responsibilities:

* Investigate and Process insurance claims.
* Interview Claimant and witness to gather pertinent information.
* Process variety of claims etc automobile, life, damage to building structure.
* Investigate claims involving personal injuries or third-person property damage for liability.
* Evaluate damages to ascertain compensation settlement.
* Verify coverage through insurance policy.
* Consult Police and hospital records, consult with Accountants, Architects, Engineers and Lawyers,

**FREDERICK CITY POLICE (Maryland USA)**

Police Officer April 2012 - June 2013

Responsibilities:

* Patrolling designated area.
* Enforcing laws.
* Answering calls for help.
* Arresting individuals suspected of committing crimes.
* Issuing citations (fines).
* Testifying in Court and conducting traffic stops.
* Investigate and resolve disputes.

**DEPARTMENT OF PUBLIC SAFETY DIVISION OF PAROLE AND PROBATION (Maryland USA)**

Probation Officer DDMP II August 2010 - June 2013

Responsibilities:

* Evaluating offenders for substance abuse addiction and recovery.
* Document and present information in regard to the Offender's progress in meeting the conditions of probation.
* Testify in Court on behalf of the State working closely with State Prosecutor.
* Maintain confidentiality of case material.
* Detailed report writing of findings from Offender interview.
* Provide restitution assistance and register victim for notification upon release of Offender.
* Provide training and education to help victims with concerns and issues of an Offender.
* Referring Offenders with drugs or alcohol problem to treatment programs making sure the Offender is Complying with the terms and conditions of Probation as directed.

**COMCAST TELECOMMUNICATIONS (Maryland USA)**

Communications Technician III October 2008 - August 2010

Responsibilities:

* Perform customer drop installations from tap to customer equipment..
* Performing installation adhering to Comcast procedures and safety practices.
* Perform NEC and NESC requirements.
* Survey installation route and review proposed route with customer.
* Install and troubleshoot cable, internet and phone products.
* Modify PC/software to establish connectivity.
* Splicing fiber calculating loss and gain signal.
* Data entry of paperwork of all documents at the end of every shift.

**VERIZON TELECOMMUNICATIONS (Maryland USA)**

Consultant June 2005 - September 2008

Responsibilities:

* Handling requests from existing or new customer.
* Meeting and exceeding corporate requirements for sale objective by identifying customer needs and recommending products and services.
* Investigate, resolve disputes, complaints and inquiries as well as interacting with the other departments and telecommunication customers for solution.
* Conduct standards such as customer satisfaction, established productivity, call handling time, order quality, billing accuracy and maintaining attendance objectives.

**FORMAN MILLS INC (Maryland USA)**

Lead Store Detective November 2002 - January 2007

Responsibilities:

* Conduct surveillance to detect and apprehend shoplifters.
* Conduct routine inspection of the facility for potential hazardous materials while maintaining physical security and protection of assets.
* Training for emergency procedures.
* Test equipments to make sure they meet regulatory guidelines.
* Training employees to safely operate equipment.
* Enforcing safety equipment policy where necessary.
* Monitor Closed Circuit TV (CCTV).
* Organize loss prevention and safety programs.
* Prosecuting and representing Forman Mills Inc in Court proceedings.
* Investigating credit card frauds.
* Tracing Credit card fraud transactions writing detailed report on findings.
* Educating employees on credit fraud detection.
* Conduct interviews for new hires and constantly reviews company policy for necessary adjustments.

**DEPARTMENT OF PUBLIC SAFETY DIVISION OF PAROLE AND PROBATION (MARYLAND USA)**

Responsibilities:

* Assisting Agents in interviewing Offenders.
* Writing detailed reports on findings about behaviors and recommendations.
* Administering drug testing to Offenders as instructed by the Courts.
* Preparing case files for violation of probation and parole hearings.
* Entering case notes in system and making sure that Offender's urine test results are monitored for positive urine.
* Help victims complete victim impact statements.
* Provide necessary information during criminal case criminal cases.

**EDUCATION:**

* 2002 - 2003 Montgomery College Rockville. MD, USA.
* 2011 -2011 Baltimore Community College MD, USA.
* 1993 - 1998 Government College Lagos Nigeria.

**TRAINING/WORKSHOP:**

* Human Factors Training.
* First Aid
* International Customer Service Training.
* Team work Fundamentals.
* Leading and Motivation.

**HOBBIES:**

* Reading
* Soccer
* Scrabble
* Monopoly
* Photography
* Video games
* Traveling

**References available upon request.**