**AYISHA AJIBADE**

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**PROFESSIONAL SUMMARY**

Proactive Real Estate Agent with 8 years experience within customer services, retail, banking and real estate sectors combined including over 2 years managerial experience. Self-driven, able to multi-task with excellent interpersonal, communication & customer services skills. Reliable, possess high level of multicultural & business awareness, results orientated, works well leading and within a team & always aiming to bring out the best in everyone I work with.

**KEY SKILLS**

* Strong leadership skills
* Performance/KPI management
* Proactive
* SPSS trained
* Power BI
* Attention to detail
* SOP development
* Dedicated with strong work ethics
* Strong time management
* Marketing/promotion Development
* Task procedure Development
* Staff recruitment/Training
* Excellent Interpersonal
* Good IT skills

**WORK HISTORY**

June 2021 – Present **Real Estate Agent (Aqua Properties)**

Key Responsibilities

* Sourcing properties and creating appropriate marketing
* Finding clients and matching them with desired homes
* Identifying needs of landlords and clients
* Scheduling and carrying out property viewings
* Property Valuations
* Negotiating with tenants and landlords
* Liaising regularly with clients
* Keeping up to date with market trends

Nov 2020 – June 2021 **Marketplace Manager (Ladbrokes, London)**

Oct 2018 – Nov 2020 **Customer Service Manager (Ladbrokes, London)**

*Key Responsibilities*

* Multi-site manager
* Managing 5 customer service managers & 4 cashiers
* Identifying new ways to improve customer service.
* Monitoring shop KPIs of 2 shops
* Coming up with ways to maximise profitability
* Developing SOP
* Weekly one to ones with shop staff
* Training staff
* An example of excellent customer services
* Inspire and motivate staff daily
* Individual and team goal setting
* Dealing with any escalations
* Liaising and supporting other managers
* Rota management
* Cash/Safe handling

Oct 2014 – Oct 2017 **Senior Customer Service Advisor (Santander PLC, London)**

*Key Responsibilities*

* Managed the Branch in the absence of Manager
* In charge of monitoring KPIs & individual performances including mine
* Provided excellent customer services to customers
* Building relationships with customers and colleagues
* Finding solutions and resolving issues for colleagues and customers
* Back of house control activities & risk management (AML, SAR, KYC)
* Trained & directed new hires
* Kept customers up to-date with accounts and other banking products & services
* Managed the reception (First point of contact)
* Liaised with other personal bankers and managers when necessary
* Cash/Vault handling
* Contacted customers via post & sometime phone calls for various reasons

Jun 2013 – Aug 2014 **Sales Associate (UGG Australia, London)**

*Key Responsibilities*

* Meeting and surpassing sales targets
* Selling and product promotion
* Building good relationships with suppliers, customers and colleagues
* Cross selling items customers may need
* Provided excellent customer services
* Stockroom duties/ inventories
* Till duty (Cash Management & bank deposits)
* Visual merchandising

**EDUCATION & QUALIFICATIONS**

* **Birkberk University**

(Business Psychology) 2020 - Present

* **University of Greenwich**

(Human Resources Management) 2015 - 2018

**INTERESTS**

* Interior design; recently completed a home by me masterclass.
* Entrepreneurship, Owned my own hair extension brand from 2012 – 2015 generating at least £25k in salles per year
* Property market, constantly reading and learning about the property market and real estate.

**References available upon request.**