

# City of London - Application for Appointment to a City of London Board or Commission

## Application

Please choose the Board or Commission you are interested in serving on: **Eldon House**

## Contact Information

Name: **Lola Awojide**

City: **London**

Province: **ON**

Postal Code: **N6K0L2**

## Experience and Qualifications

If you have experience on a London Board or Commission, please provide dates and details. (max. 3000 characters):

**I have not served on the London Board before, but as I may not have direct experience in this field, I am confident that my diverse skill set, passion for public service, and dedication to making a positive impact can be valuable assets to Eldon House Board of Directors.**

**Throughout my career and personal endeavors, I have developed a range of transferable skills that I believe can be applicable to the responsibilities of a board director. My professional background as an administrative executive and customer service professional has equipped me with strong analytical abilities, strategic thinking, and effective communication, plus the capacity to make well-informed decisions. While these skills may have been honed in a different context, I firmly believe they can be effectively leveraged to contribute to the important work of City of London Board or Commission. Additionally, I have actively engaged with various community initiatives within the City of London. Through my involvement as a volunteer on my Condominium Board as a Director, as well as the Social administrator in my religious community group. I have gained a deep appreciation for the needs and concerns of our community members. This experience has fostered my commitment to championing inclusivity, sustainability, and the overall well-being of our city.**

**Moreover, I am highly adaptable and have a track record of quickly acquiring new knowledge and skills. I am eager to undergo any necessary training or professional development opportunities to enhance my understanding of the board's operations and responsibilities. My commitment to continuous growth ensures that I will strive to evolve as a team and meet the expectations of the City of London and its residents.**

What do you hope to contribute or learn as part of a Board or Commission? (max. 3000 characters):

**My contribution will come from my passion as an advocate for participation and inclusivity, I aim to contribute my skills, experiences, and perspectives to the Board by drawing upon my expertise in project and people management from my experience in the banking and retail industry.**

**I am excited to contribute my knowledge and insights to address challenges and identify opportunities within the Board. I hope to bring a unique perspective and contribute innovative ideas to the board's discussions and decision-making processes.**

**I am plan to learn from the accomplished members of the Board and gain insight to expand my knowledge and understanding of any issues and its impact on Eldon House Board. I hope to deepen my understanding of the mission and contribute to developing effective strategies and solutions.**

How will you support the work of a Board or Commission? (max. 3000 characters):

**I am dedicated to providing robust support to the work of the Board or Commission through my commitment to the Active Engagement, Stakeholder Collaboration, Strategic Thinking, Advocacy and Communication, Continuous Learning and Professional Development with Ethical Conduct and Accountability.**

**Supporting the work of a Board or Commission involves actively contributing to its goals, initiatives, and decision-making processes.**

**I aim to provide unwavering support to the work of the Board or Commission, contributing to its effectiveness, and helping to achieve its mission of serving the community and promoting its welfare.**

Please describe additional experience, training, or community involvement that will help you in your role as a Board or Commission Member. (max. 3000 characters):

**As a current Condo Board Director I actively participated in board meetings, where I contributed to the development of governance policies, rules, and regulations. I have experience in drafting and reviewing governing documents, ensuring compliance, and managing disputes. These skills can be readily applied to Eldon House Board of Director in formulating policies and guidelines that serve the best interests of the community or organization.**

**Additionally, my voluntary role as a Social and Event secretary for my community organization allowed me to develop skills in community engagement, event planning, and fostering inclusive environments. These experiences have prepared me for community outreach and engagement as well as collaboration and relationship Building**

We value the contributions of Londoners with diverse experiences and welcome applications from individuals who share our commitment to reconciliation, equity and inclusion. Please describe how your work, community or lived experience will enhance these efforts through Board and Committee work. (max. 3000 characters):

**My lived experiences as have shaped my perspective and fueled my passion for fostering inclusivity and reconciliation. These experiences have instilled in me a deep appreciation for the importance of creating equitable opportunities and spaces that celebrate diversity. I firmly believe that diversity enriches our society and that it is essential to have representation from individuals with lived experiences in decision-making bodies. As a team, I will actively contribute to the efforts of reconciliation, equity, and inclusion by advocating for policies and initiatives that prioritize the needs and rights of all**

Londoners.

In conclusion, I am genuinely excited about the prospect of joining Eldon House Board of Director and contributing to its mission of reconciliation, equity, and inclusion. My diverse work experience, community involvement, and lived experiences have equipped me with valuable insights and perspectives that align with the goals of the board or committee. I am committed to fostering inclusive practices, valuing diverse contributions, and working towards creating a more equitable society for all Londoners.

Attach resume or other document here, if needed: **Awojide Lola.pdf**

Attach more files here, if needed:

## Confirmations

I declare the following: **I am a resident of London. ; I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.**

To help inform our outreach activities, please tell us how you heard about this opportunity:  
(optional): **Word of mouth**

If you selected 'Other', please specify:

Submitted on: **6/11/2023 3:27:14 PM**

# Lola Awojide

| London, ON

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## *Summary of Qualifications*

- 7+ years of experience providing executive supports in administrative services
- Highly skilled in Microsoft Office Suite, Adobe, and Skype with an interest in new technologies
- Proficiency in using office software such as word processing, spreadsheets, presentation tools, and email/calendar management systems
- Skilled in Communication and Correspondence
- Proactive in Time and Information Management
- Excellent written and verbal communication skills
- Knowledgeable customer service skills, using critical thinking to problem-solve issue
- Outstanding Project Coordinator ability with keen attention to details

## *Technical Skills*

**Operating Systems:** Windows, Android, iOS, Mac OS, Linux

**Applications & Tools:** Microsoft Office 365, Zoom, Skype, ServiceNow, Google Workspace, Sharepoint

**Project Management Fundamentals:** Agile, Waterfall, Scrum, Filing, Proofreading

## *Education & Certifications*

<b>ITIL V4 Certificate</b> PeopleCert ON BEHALF OF Axelos	<b>May 2023</b>
<b>Career Essentials in Administrative Assisance</b> Microsoft and LinkedIn	<b>April 2023</b>
<b>Google IT Support Professional Certificate</b> Npower Canada   Toronto, Ontario	<b>Mar 2023</b>
<b>Diploma in Design and Applied Arts</b> George Brown College   Toronto, Ontario	<b>Apr 2014</b>
<b>Bachelors in Languages and Linguistics</b> University of Lagos   Lagos, Nigeria	<b>Jul 2006</b>

## ***Work Experience***

### **Technical Support**

**May 2023 – Till Date**

Transcom | London, Ontario

- Accurately responds to customer inquiries to provide timely and professional technical support via phone, email, or chat
- Successfully diagnosing and troubleshooting software device-related issues, to achieve a high resolution rate for software, hardware, and connectivity problems
- Effectively guiding customers through step-by-step solutions, resulting in successful resolution of technical issues and achieving high customer satisfaction
- Proactively escalating complex or unresolved issues to Tier II support or other relevant teams, ensuring proper documentation of the problem and facilitating a swift resolution
- Staying consistently updated with the latest software updates, features, and troubleshooting techniques, in order to provide accurate and effective support to customers
- Maintaining meticulous recording and tracking of customer interactions and solutions in the support ticketing system, ensuring comprehensive and organized documentation
- Upholding a high level of professionalism, empathy, and a customer-centric approach in all customer interactions, fostering positive experiences and customer loyalty

### **Executive Administrator**

**Sep 2018 – Oct 2022**

LinkedBridge Innovations | Brampton, Ontario

- Managed the executive team's calendars, scheduling appointments, meetings, and travel arrangements to optimize time and ensure effective prioritization
- Coordinated and prepared materials for executive-level meetings, including agendas, presentations, and reports
- Developed streamlined processes for collecting and organizing meeting materials, resulting in a 20% reduction in preparation time and increased efficiency
- Acted as a liaison between the executive team and internal/external stakeholders, maintaining professional and positive relationships
- Demonstrated exemplary discretion in handling sensitive information, ensuring data security, compliance and maintaining strict confidentiality at all times
- Provided comprehensive research and analysis for critical projects, enabling informed decision-making and contributed to successful strategic initiatives
- Identified and implemented process improvements, resulting in a 15% increase in overall efficiency and a more streamlined administrative workflow

**Customer Support****Apr 2015 - Sep 2017**

Hudson's Bay | Toronto, Ontario

- Responded to customer inquiries, queries and requests on a daily basis via phone, email, live chat and walk-ins in a professional and timely manner, resulting in consistent positive feedback
- Analyzed feasibility of customers' requests and complaints and effectively communicated possible solutions, ensuring all established procedures and company policies are followed
- Trained 10 new staff members on duties of a customer service associate such as clear communication techniques and customer acknowledgement skills, resulting in greater efficiency in service
- Delivered a positive fitting experience to customers by accurately recording all pertinent information, resulting in a store rating of 4.5 on Google, Yelp and WeddingWire
- Achieved a customer satisfaction rating of 95% by consistently providing prompt and helpful responses to customer inquiries
- Received positive feedback from customers for providing comprehensive assistance, resulting in increased customer loyalty and satisfaction
- Acted as a liaison between customers and internal teams, providing valuable insights and feedback to drive product improvements and enhance the customer experience

**Executive Administrator****Oct 2006 - Sep 2009**

Zenith Bank Plc. | Lagos, Nigeria

- Fostered effective communication and collaboration between executives and key stakeholders, resulting in improved coordination and timely resolution of issues
- Successfully organized and maintained complex calendars for multiple executives, reducing scheduling conflicts by 30% and increasing overall productivity
- Manage confidential and sensitive information with discretion, maintaining a high level of professionalism and confidentiality
- Conducted research, compiled data, and prepared reports as requested by the executive team to support decision-making and strategic planning
- Streamlined administrative processes, implemented efficient systems, and suggested improvements to enhance productivity and workflow
- Assisted with special projects and initiatives as assigned, collaborated with cross-functional teams to achieve organizational goals
- Successfully contributed to the planning and execution of major projects, ensuring effective coordination, timely completion, and achievement of project objectives