

FALEKULO BOLA RAPHEAL

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CAREER OBJECTIVE

To work in an environment that provides the opportunity of contributing in teamwork and produce results, where excellence is the aim.

BIO DATA

- Date of Birth: March 31, 1975
- Sex: Male
- Marital status: Married
- Nationality: Nigerian
- State of origin: Ondo State
- Religion: Christianity

EDUCATIONAL QUALIFICATIONS

<i>Masters in Information Technology (MIT)</i>	July 2014
Ladoke Akintola University of Technology, Ogbomosho. (LAUTECH)	
<i>Post –Graduate Diploma (PGD) in Computer science.</i>	Oct. 2005
Federal University of Technology, Akure, Ondo State.	
<i>Bachelor of Technology (B.TECH) Industrial Mathematics.</i>	Dec. 2000
Federal University of Technology, Akure, Ondo State.	
<i>West African senior certificate.</i>	1993
Aquinas College, Akure, Ondo State.	
<i>Primary School Leaving Certificate</i>	1986
ST. Martins (RCM) Primary School, Akure.	

WORK EXPERIENCE

Ibadan Electricity Distribution Company (IBEDC) Nov 2013 – March 2016
(Billing Section)

- Maintaining customers' database relating to tariff classification, kilowatt energy consumed and other key billing factors that translate to the total monthly bill amount for each customer within the database, using SPECTRUM billing software.
- Updating the monthly customers record maintenance document (CRMD) as it relates to key customers' information before billing, to ensure accurate monthly billing for electricity customers.
- Capturing customers' information to bring into the database new customers for billing.
- Correction of erroneous monthly bills for customers with respect to kilowatt energy and bill amount to eradicate outrageous bill-amount before file-closure after each monthly billing –exercise.
- Capturing of customers monthly payments to reflect true current debt status for individual customers, both for cash payment and on-line transactions.
- Capturing of customers' meter readings for accurate energy billing for metered – customers in the database.
- Maintenance of average daily consumption (ADC) for Non-Metered customers in the database to facilitate minimum consumable energy for monthly billing.
- Other database management activities relating to electricity customers, using SPECTRUM billing software.

(Computer Section)

2009 - 2013

- Maintenance of customers' database as it relates to kilowatt energy consumed, tariff classification, meter information, that cumulate to the total bill amount for electricity customers within the database, using AVR (Ad-valoren record) billing software.
- Updating the monthly customers record maintenance document (CRMD) as it relates to key customers' information before monthly billing, to ensure accurate billing for electricity customers.
- Capturing customers' information of newly – enumerated electricity customers and updating such into the database for billing.
- Correction of erroneous customers bills regarding kilowatt energy and bill amount before file closure after each billing exercise.
- Capturing of customers payments, both for cash and on-line transactions.
- Capturing of customers meter readings for metered – customers
- Maintenance of Average daily consumption (ADC) for non- metered customers.
- All other database management activities of electricity customers, using AVR (Ad-valoren record) billing software.

(Marketing Officer)

2003 – 2006

- Obtaining accurate meter readings of metered-customers.
- Identifying new electricity consumers within the business district and compilation of their key data for possible billing.
- Ensuring that electricity consumers pay for the kilowatt energy consumed within a billing month.
- Debt recovery of outstanding debts from electricity customers
- Performing the roles of customer relationship officer between the electricity company and its customers.

(New Service/ Performance Evaluation Manager) 2006 - 2009

- Identifying intending customers willing to apply for energy meters.
- Inspection of facilities for which the energy meters are applied for.
- Ensuring the safety compliance and electricity regulations at the facilities for which the energy meters are applied for.
- Advising prospective meter applicants on the appropriate types of energy meter(s) suitable for their facilities.
- Processing of all meter applications within the business district in compliance with payment of statutory fees.
- Allocation of energy meters to customers and ensuring such are installed at the designated facilities by meter installation technicians.
- Recovery of suspected faulty energy – meters from installed premises
- Performing the duties of service improvement for the business district, as SERVICOM Service Improvement planning officer.
- Evaluating key performance indicators (KPIs) for the business district with respect to weighted average tariff (WAT) and performance indicator matrix (PIM) of each kilowatt of energy transmitted to the business district.
- Identifying areas of losses in the business district with respect to energy delivered and amount collected for the delivered-energy.

National Youth Service Corp:

May 2001- May 2002

- Isuochi Commercial Secondary School
Isuochi, Abia State.
(Class Instructor)

▪ **EXTRA CURRICULAR ACTIVITIES**

- Listening to country music

REFEREES

1. DR. OSUNGBEMIRO NELSON
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