

## ONIPEDE ALONGE ADEBUSOLA ADMIN | CSM

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### PROFESSIONAL PROFILE

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Motivated and polished professional with few plus years' experience providing an unwavering commitment to superior customer and administrative service. Skilled and personable, providing consistent and approachable customer service including a full range of general office support. Adept in diverse community outreach and various marketing strategies. Poised and competent with demonstrated ability to easily transcend cultural differences. Looking to a challenging position within the entry level management and administrative field which enables me to practice my well-developed administrative skills, which include superior customer service skills, compliance with policy and procedures, excellent computer skills and the ability to prioritize and handle multiple tasks.

### SKILLS

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**Technical Skills:** • Data Entry (Advanced) | Typing (Experienced) | Telemarketing | Order Processing | Customer Contact

**Industry Knowledge:**

Product Knowledge | Online Ordering | E-Commerce | Calendar Management | Email Marketing

**Tools and Software:**

SAP ERP | Zendesk | Salesforce | Telemation e-CRM | Calendly

**Document filing**

Database and client management systems | Decision-making | Training and development | Strong organizational skills | Problem-solving

### PROFESSIONAL EXPERIENCE

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**Sales and Compliance officer** | January 2020 - Till date

ORKIN NIG LTD, LAGOS

Used strong communication skills to increase business by 35%

- Serve on a team of sales, risk evaluation and assurance professionals, working to provide an independent client-oriented approach to risk-based monitoring and evaluation by focusing on current, high-impact compliance risks, developing assessments, and providing input over control effectiveness through formal reporting, as well as monitoring remediation activities.
- Demonstrate a working knowledge of compliance regulations and laws, industry trends, emerging issues, and related products and the ability to understand their applicability to risk management strategies including the scoping of risk evaluations, monitoring, and design of market testing plans.

- Approved client letters and presentation content for sales meetings and outbound calling campaigns.
- Audited customer accounts and evaluated documentation for completeness and suitability as part of the firm's survey.
- Conducted annual compliance meetings with registered representatives to address training deficiencies and fulfill firm element training requirements.
- Helped resolve a recurring service complaint by analyzing reports and identifying a major process bottleneck, which led to a 70% reduction in tickets for this specific issue.

#### **Administrative Head/Client Experience** | January 2019 - December 2019

Doremma group of schools Ota , Ogun State

Saved \$3,000 a year in office supplies after negotiating a new deal with the current supplier.

- To provide administrative support in order to meet the needs of the school, playing an active role in the smooth running of the school office.
- Trained 3 administrative assistants on customer service and other office procedures, including maintaining files and sending correspondence
- To provide administrative, clerical, and financial support within the school, which necessitates acting on own initiative within the broad outlines and guidance of the headteachers.
- To act as a focal point for all enquiries and visitors to the school.

#### **Human resources assistant** (SIWES). | MARCH 2016 - MAY 2017

Cadbury Nig. Plc, Ondo

Streamlined leave of absence processes resulting in a 25% decrease in the number of return employees

- Assisted in the recruitment of top talent through rigorous job posting campaigns and consistent interviewing processes
- Ensured confidentiality of all personnel, office, and employment records.
- Created a streamlined performance review process, resulting in consistency and accuracy throughout the company
- Provided administrative support with payroll, calendars, meetings, and training events.
- Trained and onboarded new employees and conducted orientations for new staff hires.
- Improved general HR database accuracy and data security by updating 10,000+ records through an automated system.

### **EDUCATION**

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National Open University of Nigeria , Akure | JUNE 2016 - NOVEMBER 2021  
-B.Sc. (Ed) Business Education

### **PROFESSIONAL COURSE**

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Customer Service Professional Certified | 2023  
Chartered Institute of Personnel Management of Nigeria (ACIPM) In View

**REFERENCE** : AVAILABLE ON REQUEST