

OLUWAYEMISI OLAWUMI AFOLABI

Ilorin, Kwara State. Tel: 08050241177 Email: afolabiyemisi2000@gmail.com

Professional Summary

- Dynamic, Experienced and results driven individual offering competence in broadcast development operations while demonstrating critical thinking, problem solving and analytical skills.
- Proactive and career driven with the capacity to support and lead cross- functional teams while managing relevant stakeholder relationships to facilitate business advancement.
- Skilled in designing executing business strategies, to drive growth through enhanced sales, marketing and customer service operations.

Core Competence

- Service Management Skills: Efficient service management to execute given tasks and achieve goals.
- Communication Skills: Proficient in English Language and communicates well in oral and written formats.
- Complex Problem- Solving Skills: Ability to identify complex problems, develop and evaluate options and implement solutions.
- Team Player & Leadership Skills: Ability to lead a team, resolve conflict, organize, and establish rapport.
- Technical Skills: Proficient in Microsoft Office Suite (Word , Excel).

Work History

Desktop Publisher: May 2021 - May 2022

Fresh Fm (NYSC) - Ibadan, Oyo State.

- Enthusiastically learnt and Streamlined quality conversations and business ethics processes by working closely with publishing teams and staying abreast of digital softwares.
- Painstakingly worked in the publishing department, and collaborate with other design and media professionals such as graphic designer, writers, auditors, Illustrators and editors.
- Monitored customer relations to gain understanding of problematic steps and rectify issues.
- Professionally used publishing software to create various documents and products, including financial reports, business proposals, books, newspapers, newsletters, packaging, tickets, and business cards

Admin/ HR officer: May 2019 - August 2019

Nigeria Television Authority(NTA) - Oyo State, Ibadan

- Draft important emails and letters for proof reading by senior HR before dispatch and improving my writing proficiency by 75%.
- Supported a conducive working environment while ensuring that relevant materials are available for improved personnel efficiency.
- Provided operational support to 20+ staff weekly, while ensuring guidance to various job roles.
- Managed office documents and maintained a filing system that promoted easy file retrieval while upholding confidentiality .
- Supported administrative processes, managed databases, and maintained accurate inventory of offices supplies.
- Assisted in improving staff efficiency by 38% and cutting down administrative cost by 12% through cheaper but superior vendors for office supplies.

Sales Revenue Specialist: September 2016 - July 2017

Jolfem Ventures: Ibadan

- Redesigned and implemented more effective companies procedures and strategies that increased customer base by 100+%
- Consistently maintained sales volume, products mixes , selling prices by being updates with supply and demand and changing market trends.
- Oversaw HR processes, marketing, sales and customer service operations.
- Created a referral system that increased company revenue by 300+%

Customer Service Agent: January 2013 - November 2015

Toby Business Hub - Oyo, Ibadan

- Streamlined quality conversations and business ethics processes by working closely with development teams and staying abreast of informations.
- Monitored performance and generated reports detailing incoming and outgoing messages.
- Monitored customer relations to gain understanding of problematic steps and rectify issues.
- Kept orderly and accurate accounting records by monitoring sales documentation

Skills

- Time Management, Microsoft Office , Flexible Critical Thinking
- Clerical Support, Adaptable, Graphics Designing, Multitasking, Resource
- Oral and Written communication, Marketing Skills Management, Project Management Skill
- Systems Administration Data Management, Building Diplomacy & Negotiation . Analytical
- Business Management ICT skills

Professional Certification and Training

- Training on Smart phone magic design - Canva academy.
- Media certification course

Leadership Role

- Social Prefect in secondary school (2013/2014)

Education

- (B.sc) Mass communication (2016/2020) - University of Kwara state.
- Senior Secondary School Leaving Certificate (2011/2016) - Mustapha standard college, Offa kwara state.
- Primary School leaving certificate (2003/2010) - Federal Polytechnic Staff Nursery and Primary School, Offa Kwara state.