

Professional Summary

A strategic and client-focused professional with over 10 years of experience in client relationship management, digital marketing, and administrative support. Proven expertise in managing multi-platform client communication, creating engaging social media content, and streamlining operational processes to enhance efficiency and customer satisfaction.

Core Competencies

- Client Relationship Management
- Social Media Management & Content Creation
- Graphic Design (Canva, Adobe Suite)
- Data Entry & Record Keeping
- Administrative & Team Support
- Client Onboarding & Support
- Cross-Functional Collaboration

Professional Experience

Founder & Operations Lead (Tilong Concepts) | Mar 2017 – Present

- Served as the primary point of contact for all client inquiries, building and maintaining strong professional relationships.
- Planned, created, and managed engaging content and graphics for social media campaigns, enhancing client engagement and lead generation.
- Managed the full client onboarding process, ensuring smooth handover and clear communication throughout their journey.
- Maintained accurate digital records for all client projects, communications, and marketing materials.

Operations Manager (Omalstebi Nigeria Limited) | Feb 2014 – Jan 2017

- Streamlined company-wide operational and logistical processes, improving efficiency by 30%.
- Supported marketing and client engagement strategies for national product distribution.
- Handled sensitive company and client data with a high degree of confidentiality.

Admin Executive (LCL COACHES) | May 2012 – Dec 2013

- Led administrative functions, including scheduling, record maintenance, and client communication support.
- Trained junior staff on office management systems and professional client interaction.

Education

- [B.Sc.](#) Accounting – University of Lagos, 2005

Professional Reference

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