adefilaolalekanbless@gmail.com | 07063977714, 08036987803  
Ilorin, Kwara

**PROFESSIONAL Summary**

I am a Versatile and customer-focused professional with proven experience in sales, administration, and educational support. Skilled in managing client relations, handling inquiries, and promoting products and services to achieve sales goals. Demonstrated ability to deliver excellent customer service while maintaining accurate records, coordinating operations, and supporting organizational efficiency. With experience gained as a Sales Executive at Femtech, Administrative Assistant at Flourish Academy, and Front Desk Officer at Frabjous Family Estate Investment, I bring strong communication, multitasking, and problem-solving skills to every role. Passionate about driving customer satisfaction, enhancing team performance, and contributing to business growth through professionalism and service excellence.

**Skills**

|  |  |
| --- | --- |
| * Leadership * Customer Service * Graphics Design | * Strong Verbal and Communication Skills (English and Yoruba) * Computer literate( Microsoft office) |
|  |  |

**WORK Experience**

**Flora Schools Ilorin, Kwara State.**

Alumni Community Manager: February 2025 – Till Date

* Spearhead alumni engagement initiatives to strengthen connections between past Students, fostering a vibrant and supportive community.
* Provide administrative and customer service support, addressing alumni inquiries and facilitating smooth coordination of community initiatives.
* Coordinate and oversee alumni meetings, events, and outreach activities to promote active participation and networking.
* Manage communication channels (emails, social media platforms, and alumni groups) to share updates, announcements, and community engagement.
* Develop and maintain the alumni database, ensuring accurate and up-to-date records for effective communication and project planning.
* Draft official messages, and publicity content to enhance alumni visibility and engagement.

**Flourish Academy, Ilorin kwara State**

Subject Teacher & Administrative Assistant: January 2023 –January 2025

* Delivered engaging lessons and maintained strong relationships with students and parents, ensuring effective communication and satisfaction.
* Provided administrative support including record management, correspondence handling, and coordination of daily school operations.
* Responded promptly to inquiries and concerns from parents and staff, demonstrating professionalism and empathy in all communications.
* Assisted in organizing school events and activities, ensuring smooth logistics and excellent stakeholder experience.
* Maintained accurate documentation and contributed to a welcoming, customer-focused environment within the school.

**Femtech Ilorin, Kwara State**

Sales Executive (E-Branch): December,2022-January,2023

* Delivered exceptional customer service by attending to inquiries, processing online and in-store orders, and ensuring a smooth sales experience.
* Assisted clients in selecting suitable products, providing detailed information and guidance to support informed decisions.
* Managed digital communication channels, including calls, emails, and messaging platforms, to maintain responsive and professional customer interactions.
* Resolved customer complaints promptly and effectively, ensuring satisfaction and long-term loyalty.
* Coordinated with logistics and technical teams to guarantee accurate order fulfillment and after-sales support.

**NYSC**

Frabjous Family Estate & Investment, Abeokuta, Ogun State November, 2021- October, 2022

Front Desk Officer (Customer Service):

* Served as the first point of contact for clients and visitors, ensuring a welcoming and professional reception experience.
* Managed customer inquiries both in person and through phone/email, providing timely and accurate information about estate investment opportunities.
* Maintained organized records of client visits, appointments, and communications to enhance operational efficiency.
* Supported the sales and administrative teams by coordinating client meetings, preparing documentation, and following up on leads.
* Handled complaints and client concerns with empathy and professionalism, ensuring high levels of satisfaction.
* Maintained front desk orderliness, and upheld company image through courteous service delivery.

**Industrial Training (IT)**

Bayo Oloniluyi & Co| Dopemu, Agege, Lagos | April 2019 - September 2019

Estate Officer:

* Assisted in writing and distribution of Rent reminder notice and other forms of communication.
* Supervision of work on site.
* Assisted in sourcing for property for management, sales or lease purposes.

**Education**

Bachelor of Science Degree: Estate Management

University of Ilorin | | Kwara State| October 2021| Second Class (Upper Division)

Ordinary National Diploma (OND): Estate Management

Kwara State Polytechnic | | Kwara State| September 2015

Senior School Certificate Examination (SSCE)

Hawawu Memorial College | | Tepatan-Oyun Moro Local Government Area| June 2012

First School Leaving Certificate

Tenderfoot Nur/ Pry School, Ilorin | | Kwara State| 2006