

ADESEWA BURAIMOH

Location: Ogba, Ikeja, Lagos, Nigeria

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PROFESSIONAL SUMMARY

Highly organized and customer-focused professional with an MBA in Management and a Bachelor's degree in Economics, offering over 5 years of experience in customer service, operations management, administration, client relations, and business support. Proven ability to manage schedules, coordinate projects, resolve customer concerns, maintain records, and support business operations in fast-paced environments.

Skilled in handling virtual communications, customer inquiries, appointment scheduling, data entry, CRM management, administrative support, and stakeholder engagement. Adept at working independently in remote environments while maintaining high standards of professionalism, accuracy, and confidentiality.

Seeking remote opportunities as a Virtual Assistant, Customer Support Representative, Administrative Assistant, Customer Success Associate, or related business support role.

KEY SKILLS & COMPETENCIES

CORE COMPETENCIES

- Virtual Assistance
- Customer Support & Customer Success
- Administrative Support
- Calendar & Schedule Management
- Email & Correspondence Management
- Data Entry & Record Management
- Customer Relationship Management (CRM)
- Conflict Resolution
- Project Coordination & Team Collaboration
- Problem Solving & Time Management
- Operations Management
- Research & Reporting
- Vendor Management

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Online Customer Support Platforms
- Social Media Management
- Data Entry Systems
- Banking Software Applications
- Virtual Meeting Platforms (Zoom, Google Meet, Microsoft Teams)

PROFESSIONAL EXPERIENCE

Operations Manager & Customer Success Manager

January 2024 – Till date

BETHIA CLOTHIERS & BRIDALS BY BETHIA, Lagos state

Key Job Responsibilities

- Manage end-to-end operations for a fashion and bridal brand, coordinating sales, production, fittings, and deliveries to ensure seamless service delivery.
- Oversee customer experience from initial inquiry to final collection, maintaining high client satisfaction and encouraging repeat business.
- Coordinate bridal consultations, fitting schedules, alterations, and event timelines to ensure timely fulfillment of bridal orders.
- Monitor production progress and collaborated with designers, tailors, and vendors to maintain quality standards and delivery timelines.
- Implement operational and customer service processes that improved workflow efficiency, order tracking, and client communication.
- Resolved customer issues promptly while supporting sales and customer retention initiatives through personalized service and follow-up.

Operations Manager & Lead Bridal Consultant*March 2023 – December 2024*

AIRVY ATELIER, LAGOS

Key Responsibilities & Achievements

- Managed daily business operations, administration, customer service, and employee relations.
- Scheduled consultations, fittings, and client appointments.
- Conducted virtual and in-person consultations with customers and stakeholders.
- Managed customer records and maintained accurate client databases.
- Coordinated communication between customers and production teams.
- Handled customer inquiries, concerns, sales leads and follow-up communications.
- Managed vendor relationships and procurement activities.
- Conducted recruitment interviews and onboarding processes.
- Managed projects and events from planning to execution.
- Processed payments and maintained transaction records.

Operations Manager*September 2022 – March 2023*

ITUEN BASI LIMITED, Lagos

Key Job Responsibilities

- Managed day-to-day administrative operations and fostered positive employee relations, ensuring a productive and efficient work environment.
- Coordinated payroll processing, maintained accurate employee records, and ensured compliance with organizational policies and procedures.
- Monitored inventory levels, maintained inventory databases, and supported pricing strategy implementation to optimize product availability and profitability.
- Built and maintained strong relationships with vendors, suppliers, and key stakeholders to support seamless business operations and service delivery.
- Oversaw operational planning and execution, ensuring projects, processes, and business activities were completed efficiently and on schedule.
- Provided customer engagement and relationship management support by responding to inquiries, resolving concerns, and enhancing overall customer satisfaction and retention.

Sales, Customer Experience & Social Media Manager*November 2021 – May 2022*

Heart of Style Limited, Lagos

Key Job Responsibilities

- Responded promptly to customer inquiries across phone, email, social media, WhatsApp, and other digital channels, ensuring a high standard of customer service.
- Managed customer complaints and resolved issues efficiently, maintaining high levels of customer satisfaction and retention.
- Coordinated logistics and delivery operations to ensure accurate, timely, and efficient order fulfillment.
- Processed customer orders, payments, and transactions while maintaining accurate records and ensuring order accuracy.
- Supported sales and customer retention initiatives by building strong customer relationships, identifying customer needs, and providing proactive follow-up.

Treasury Analyst*October 2020 – September 2021*

Miraton Matador Group, Lagos

Key Job Responsibilities

- Prepared accurate financial and operational reports to support management decision-making and business performance monitoring.
- Conducted customer and market research to identify trends, evaluate customer needs, and provide actionable business insights.
- Managed banking operations, cash management activities, and financial reconciliations, ensuring

accuracy and compliance with company procedures.

- Maintained accurate financial, operational, and administrative records, ensuring proper documentation and easy retrieval of information.
- Generated and analyzed business reports, presenting key performance metrics and insights to support strategic planning and operational improvements.

Frontline Intern & Bank Teller

February 2019 – June 2020

Access Bank Plc, Lagos

Key Job Responsibilities

- Delivered exceptional customer service by providing prompt, accurate, and professional support to customers across a wide range of banking needs.
- Processed local and international fund transfers efficiently, ensuring compliance with banking policies and regulatory requirements.
- Resolved customer complaints, account inquiries, and transaction-related issues, maintaining high levels of customer satisfaction.
- Handled cash deposits, withdrawals, and other teller transactions with a high degree of accuracy while maintaining strict cash balancing standards.
- Promoted and cross-sold banking products and services by identifying customer needs and recommending suitable financial solutions.

Educator

2017 - 2018

Agosasa Community Junior High School (NYSC), Ogun state

Key Job Responsibilities

- Delivered classroom instruction and assessments.
- Maintained student records and reports.
- Performed administrative and data entry duties.

EDUCATION

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|---|-----------------|
| • Master of Business Administration (MBA), Management | 2023 |
| University of Lagos | |
| <i>Relevant Coursework: Strategic Management, Human Resource Management, Organizational Development, Corporate Planning, Employee Relations</i> | |
| • B.Sc (Hons) in Economics | 2016 |
| University of Lagos | |
| • West African Senior School Certificate (WASSC) | Jun 2010 |
| NEPA Staff Secondary School, Ikorodu, Lagos, Nigeria | |

SELECTED ACHIEVEMENTS

- Led a 12-member committee that successfully organized a major event for a Non-Profit Organization.
- Served as Assistant Coordinator of a Non-Profit Organization.
- Improved employee productivity through strategic task allocation and team coordination.
- Successfully managed customer relationships across retail, banking, and fashion industries.
- Developed operational structure and process that enhanced organizational efficiency.