

OMOTOSHO AJIBOLA SAMUEL



+2349058673970



omotoshoajibola2@gmail.com



Abuja, Nigeria



LinkedIn: www.linkedin.com/in/ajibola-omotosho-0511b5215

ADMINISTRATIVE SPECIALIST | OFFICE ADMINISTRATION | CUSTOMER SERVICE | OPERATIONS SUPPORT

PROFESSIONAL SUMMARY

Results-driven Administrative and Customer Service Professional with over 5 years of experience supporting office operations, managing records, coordinating schedules, and delivering excellent stakeholder support. Skilled in administrative coordination, customer service, documentation management, data entry, and communication. Proven ability to manage multiple priorities, maintain accurate records, handle inquiries professionally, and support organizational objectives in fast-paced environments. Proficient in Microsoft Office Suite, Google Workspace, and administrative systems with strong organizational, problem-solving, and interpersonal skills.

CORE COMPETENCIES

- * Administrative Support
- * Office Administration
- * Customer Service & Client Relations
- * Records & Document Management
- * Data Entry & Database Management
- * Meeting Coordination
- * Calendar & Schedule Management
- * Stakeholder Engagement
- * Written & Verbal Communication
- * Report Preparation
- * Correspondence Management
- * Problem Solving
- * Time Management
- * Team Collaboration
- * Microsoft Word
- * Microsoft Excel
- * Microsoft PowerPoint
- * Google Workspace
- * Attention to Detail

PROFESSIONAL EXPERIENCE

Fortress Group of Schools, Ibadan

Administrative Support Officer / Teacher
2021

- * Provide administrative and operational support to school management and staff.
- * Maintain student and administrative records while ensuring accuracy and confidentiality.
- * Respond to inquiries from parents, students, and stakeholders professionally and promptly.
- * Coordinate schedules, meetings, and school activities to support efficient operations.
- * Prepare reports, correspondence, and administrative documentation.
- * Support data entry, record updates, and information management processes.
- * Assist in planning and coordinating school events and activities.
- * Collaborate with staff and management to ensure smooth daily operations.
- * Handle multiple responsibilities while maintaining a high standard of service delivery.

International Education Consultant

Admissions & Student Support Advisor
2021 – Present

- * Guide prospective students through admission and application processes.
- * Respond to inquiries through email, phone, WhatsApp, and other communication channels.
- * Maintain applicant records and track application progress.
- * Coordinate documentation and ensure timely submission of application materials.
- * Provide administrative support throughout the admissions process.
- * Build and maintain positive client relationships through professional communication.
- * Support clients with information, follow-up activities, and process updates.

EDUCATION

University of Ibadan

Postgraduate Diploma in Education (PGDE)
2025

University of Ilorin

B.Sc. History and International Studies
2018

TECHNICAL SKILLS

- * Microsoft Office Suite (Word, Excel, PowerPoint)
 - * Google Workspace
 - * Email & Correspondence Management
 - * Internet Research
 - * Data Entry
 - * Records Management
 - * Virtual Collaboration Tools (Zoom, Google Meet, Microsoft Teams)
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PROFESSIONAL ATTRIBUTES

- * Strong Organizational Skills
 - * Professional Communication
 - * Customer-Focused Approach
 - * High Attention to Detail
 - * Confidentiality & Integrity
 - * Adaptability & Flexibility
 - * Ability to Work Independently and in Teams
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REFERENCES

Available upon request.