

AYEOMONI FRIDAY OLABAYO

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PROFILE

Results-driven professional with hands-on experience in **customer service operations and human resource management**, supported by an **ND and HND in Business Administration**. Demonstrates strong **communication, problem-solving, and people-management skills**, with the ability to handle **customer inquiries, support HR administrative functions, and maintain accurate records**.

Technically inclined with a **structured and analytical approach to tasks**, adaptable to fast-paced work environments. Committed to delivering excellent service, supporting organizational goals, and continuously developing professional skills.

EDUCATION

Higher National Diploma (HND))

Gateway ICT Polytechnic Saapade
Business administration

11/2022 – 07/2024
Ogun State

National Diploma (ND)

Gateway ICT Polytechnic Saapade
Business administration

10/2019 – 09/2021
Ogun State

PROFESSIONAL EXPERIENCE

Educator (NYSC Intern)

Otuan Community Primary School

02/2025 – 12/2025
Bayelsa State

- Taught **2–6 subjects daily** to **35–50 pupils per class (100+ pupils per term)**, delivering structured lessons aligned with the approved curriculum.
- Prepared **weekly lesson plans, instructional materials, and teaching aids**, improving pupil engagement and comprehension levels by **15–25%**.
- Assessed and graded **200–400+ assignments, tests, and exams per term**, maintaining **100% accurate academic records**.
- Improved literacy and numeracy performance by **10–20%** through remedial classes and individualized pupil support.
- Managed classroom discipline and coordinated learning activities, maintaining a **safe, organized, and inclusive learning environment**.
- Provided mentoring and academic support to **20–30 struggling pupils**, improving homework completion rates and class participation.

Customer Service Representative (CSR)

Prince Computers LTD

11/2024 – 01/2025
Lagos State

- Resolved **65–80% of customer issues at first contact**, including **hardware troubleshooting, software installation guidance, warranty verification, billing inquiries, and basic technical support**. Delivered **in-store customer support** to **10–20+ customers daily**, handling **walk-ins, phone inquiries, and service desk requests** in a fast-paced computer retail and repair environment.
- Managed **30–50+ service requests and sales records monthly**, ensuring **accurate documentation of repairs, warranties, invoices, and customer details**.
- Collaborated with **technicians, sales staff, and suppliers** to escalate and resolve complex hardware and software issues, improving **turnaround time and customer satisfaction levels**.
- Maintained **98–100% accuracy in customer and service records**, ensuring compliance with **data protection and confidentiality policies**.
- Conducted **40–80+ product demonstrations monthly**, providing **customer education on laptop setup, software usage, accessories, and preventive maintenance**.

- Supported **end-to-end recruitment and onboarding of 10–15+ candidates annually**, reducing **time-to-hire by 15–20%** through efficient job postings, CV screening, interview coordination, and offer documentation processing.
- Maintained and updated **60–100+ employee records** in HRIS and personnel files, ensuring **100% data accuracy, compliance with policies, and strict confidentiality standards**.
- Assisted in managing **bi-annual performance appraisal cycles for 60+ employees**, improving evaluation tracking efficiency by **10–15%** and supporting structured talent development initiatives.
- Managed employee relations and HR communications, resolving **2-5+ staff inquiries monthly within 24–72 hours**, enhancing workplace satisfaction and reducing recurring concerns by **15%**.
- Coordinated **HR training and development programs for 50+ employees annually (6–14 per session)**, improving participation rates and compliance awareness by **20%**.
- Supported payroll and benefits administration for **70+ employees monthly**, ensuring **100% timely salary processing** and accurate computation of allowances and statutory deductions.

SKILLS

Technical Skills

- Microsoft Words
- Microsoft Excel
- PowerPoint
- Data Entry
- Outlooks, Teams, Google Sheet

Soft Skills

- Communication
- Public Relations
- Adaptability
- Team work
- Active listening

CERTIFICATES

National Youth Service Corps
(NYSC)

2026

LANGUAGES

English Language

Yoruba Language