

AJAYI BABATUNDE CHARLES

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[Github](#) | [Portfolio](#) | [Linkedin](#)

Professional Summary

Operations professional with 5+ years of experience coordinating daily business activities, supporting teams, monitoring performance, and resolving customer and operational issues. Experienced in keeping workflows on schedule, maintaining accurate business records, monitoring sales-related performance, and following up on tasks to ensure smooth execution. Strong communicator with a practical approach to **customer service, team coordination, reporting, problem-solving, and operational improvement**. Proficient in Excel, CRM systems, Trello, ClickUp, and Monday.com.

CORE SKILLS

- Daily Operations Coordination
- Team & Task Coordination
- Customer Service & Complaint Resolution
- Sales & Performance Monitoring
- Inventory & Record Tracking
- Staff Scheduling Support
- Operational Reporting
- Problem Solving
- Process Improvement
- Microsoft Excel
- CRM Management
- Trello | ClickUp | Monday.com

PROFESSIONAL EXPERIENCE

Operation and Supervisor

Lagos School of Programming |
Oct 2023 – Present

- Coordinate daily operational activities and follow up with team members to ensure assigned tasks are completed on time.
- Monitor **50,000+ business transactions monthly**, identifying performance issues and operational inconsistencies.
- Track sales and business performance using **Excel and Power BI** and provide management with regular performance reports.
- Work with team members to resolve operational issues and maintain smooth day-to-day workflows.
- Improved **monthly sales forecast accuracy by 20%** through consistent performance monitoring and reporting.
- Automated operational processes, reducing processing time by **40%**.
- Maintain accurate business records and ensure operational information is available for management review.

ADMINISTRATIVE & CUSTOMER SUPPORT SPECIALIST

HNG Africa | Remote
May 2022 – Nov 2022

- Managed **5,000+ customer records**, maintaining accurate and up-to-date information.

- Handled customer inquiries, complaints, and service issues while maintaining a professional customer experience.
- Coordinated customer requests with relevant team members and followed up until resolution.
- Supported daily scheduling, onboarding, documentation, and administrative activities.
- Prepared customer and operational tracking reports for management review.

OPERATIONS SUPPORT ASSISTANT

PwC Switzerland – Forage | Remote
Jul 2023 – Sep 2023

- Supported day-to-day operational activities and maintained accurate project records.
- Organized spreadsheets, documentation, and business information for easy access and review.
- Monitored assigned activities and followed up on outstanding tasks to support timely delivery.
- Identified workflow gaps and supported improvements to administrative processes.

KEY ACHIEVEMENTS

- Managed and reviewed **50,000+ transactions monthly**.
- Improved sales forecast accuracy by **20%**.
- Reduced operational processing time by **40%**.
- Managed **5,000+ customer records**.
- Supported customer issue resolution and operational follow-up.

TOOLS

Microsoft Office: Excel, Word, PowerPoint

Operations & Project Management: Trello, ClickUp, Monday.com

CRM: HubSpot, Zoho CRM, Salesforce

Reporting: Excel, Power BI

Communication: Google Workspace, Microsoft Teams, Zoom

EDUCATION

M.Sc. Computer Science — University of Ilorin | 2016

B.Sc. Computer Science — University of Ilorin | 2012

CERTIFICATIONS

- Microsoft Certified: Power BI Data Analyst Associate
 - Google Data Analytics Professional Certificate
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