

ALIMI MUIDEEN BOLAJI

FRONT DESK OFFICER & CLIENT RELATIONS SPECIALIST

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PROFESSIONAL PROFILE

Results-driven Front Desk Officer and Client Relations Specialist with a strong foundation in administrative governance, professional communication, and operational coordination. Adept at managing high-volume visitor traffic, multi-line switchboards, and customer inquiries with exceptional poise and hospitality. Leverages academic training in Public Administration and diverse corporate experience to deliver seamless front-office operations, resolve client concerns efficiently, and maintain professional correspondence standards.

CORE COMPETENCIES & FRONT DESK EXPERTISE

Front Desk & Reception Operations	Visitor Management & Logbooks	Multi-Line Switchboard Management
Client Relationship Management	Professional Correspondence	Calendar & Appointment Scheduling
Inquiry & Complaint Resolution	Office Administration	Data Entry & Records Management
Cross-Functional Coordination	Confidentiality & Etiquette	Advanced Microsoft Office

PROFESSIONAL EXPERIENCE

Front Desk & Administrative Operations Executive

Ade-Square Global Logistic Service, Lagos, Nigeria | 2024 - Present

- Serve as the primary point of contact for corporate clients, visitors, and vendors, delivering exceptional reception services and projecting a polished organizational image.
- Manage multi-line telephone systems, screening and directing incoming calls, taking accurate messages, and answering general inquiries with prompt professionalism.
- Maintain digital and physical visitor logs, issue visitor badges, enforce security screening protocols, and coordinate guest access with relevant internal departments.
- Oversee front office correspondence, sorting and distributing incoming mail, couriers, and official dispatch packages to respective personnel.
- Coordinate executive calendar scheduling, meeting room bookings, and preparation of presentation materials for client meetings.
- Resolve client complaints and service inquiries efficiently, demonstrating strong conflict-resolution skills and exceptional customer service orientation.
- Collaborate with administrative and operations teams to streamline office workflows, maintain inventory of reception supplies, and generate daily visitor activity logs.

Junior Administrative & Front Office Assistant

355 Lounge, Lagos, Nigeria | 2022 – 2023

- Welcomed guests and high-profile clientele upon arrival, providing warm hospitality, answering facility inquiries, and guiding visitors to appropriate areas.
- Handled front-desk reservations, guest check-ins, and seating assignments, ensuring smooth customer flow during peak business hours.
- Assisted in resolving customer feedback and inquiries immediately and professionally, ensuring complete guest satisfaction.
- Maintained meticulous front-office logs, reservation ledgers, and communication files, ensuring absolute accuracy and confidentiality.

- Collaborated closely with management, bar, and floor staff to coordinate VIP arrivals, special requests, and event logistics seamlessly.
- Managed routine administrative paperwork, purchase requisition logs, and supplier delivery receipts with strict attention to detail.

EDUCATION

B.Sc. Public Administration — Kwara State University, Malete | 2018 – 2022

Second Class Honours (Lower Division)

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: National Youth Service Corps (NYSC) Certificate (2024) | ICT Proficiency Certificate (2019)

Software & Systems: Advanced Excel, Microsoft Word, PowerPoint, Outlook, Visitor Management Systems, ERP Software

Professional Attributes: Excellent Communication, Active Listening, Emotional Intelligence, Time Management, Multitasking, Discretion