

BADIRU MARYAM OLUWAKEMI

Iyana Ipaja, Lagos | +234 816 956 9776 | badirumaryamo@gmail.com

RECEPTIONIST | FRONT OFFICE | CUSTOMER EXPERIENCE PROFESSIONAL

PROFESSIONAL PROFILE

Highly organized and personable administrative and customer service professional with 6+ years of experience supporting business operations, serving customers, coordinating schedules, managing records, and maintaining smooth day-to-day activities. Experienced in a hotel environment and retail operations, with a strong record of professional communication, customer support, order coordination, documentation, and timely follow-up. Known for accuracy, discretion, responsiveness, and the ability to remain organized while handling multiple priorities.

CORE COMPETENCIES

- Front Office & Reception Support
- Appointment & Schedule Coordination
- Customer Service & Guest Relations
- Telephone & Email Communication
- Customer Inquiry Resolution
- Administrative Support
- Client/Visitor Support
- Order & Service Coordination
- Confidentiality & Professionalism
- Records & Documentation
- Vendor Communication
- AI Productivity Tools

SELECTED CAREER HIGHLIGHTS

- Supported seamless daily operations in a hotel environment through executive, client, vendor, and administrative coordination.
- Served 2,000+ customers and supported the processing of 5,000+ customer orders in a busy retail operation.
- Built strong customer relationships that contributed to repeat business and long-term customer loyalty.

PROFESSIONAL EXPERIENCE

EXECUTIVE AND ADMINISTRATIVE ASSISTANT | October 2nd Hotel, Ijeun-Titun, Abeokuta

NOV 2025 – JUL 2026

- Managed the CEO's calendar, meetings, travel arrangements, and confidential correspondence, ensuring priorities were organized and follow-ups were completed.
- Prepared reports, presentations, meeting agendas, minutes, and professional business communications with a high level of accuracy and professionalism.
- Coordinated with internal teams, clients, and vendors to support seamless daily operations and timely resolution of outstanding matters.
- Conducted research and used ChatGPT, Claude, Google Gemini, Microsoft Copilot, Perplexity AI, Notion AI, Canva AI, and Grammarly to draft, summarize, research, and improve administrative workflows.
- Used Zapier, Make, and Calendly to streamline repetitive administrative tasks, scheduling, and communication workflows.

BUSINESS OPERATIONS & ADMINISTRATIVE COORDINATOR | Fashion And Bags Dome, Ilorin

SEP 2020 – NOV 2025

- Managed business operations and administrative functions for a growing retail business, coordinating customers, suppliers, inventory, documentation, and order fulfillment.
- Served 2,000+ customers and supported the processing of 5,000+ customer orders.
- Coordinated customer service, supplier communication, scheduling, inventory management, and order fulfillment to keep operations running efficiently.
- Prepared invoices, business records, reports, and operational documentation accurately and consistently.
- Managed multiple priorities simultaneously while maintaining excellent customer satisfaction.
- Built strong customer relationships that contributed to repeat business and long-term customer loyalty.

QUALITY CONTROL INTERN | 3QA Emirates Rice Company

APR 2023 – SEP 2023

- Conducted laboratory quality inspections and product testing.
- Maintained detailed laboratory documentation and quality reports.
- Assisted in ensuring compliance with food safety and quality standards.
- Worked collaboratively with production teams to improve quality assurance processes.

ADMINISTRATIVE & SALES ASSISTANT | Akreel Ventures, Dei Dei, Abuja

JAN 2015 – DEC 2017

- Provided administrative and operational support while ensuring excellent customer service.
- Coordinated customer orders and vendor communications.
- Maintained inventory records and business documentation.
- Assisted with scheduling, customer support, and operational planning.
- Resolved customer inquiries professionally while maintaining accurate records.

EDUCATION

B.Tech. Food Science and Technology | Kwara State University, Malete | Aug 2019 – Sep 2024

Senior School Leaving Certificate | Government Girls' Science Secondary School, Kuje, Abuja | Jul 2013

DIGITAL & AI PRODUCTIVITY TOOLS

- ChatGPT
- Claude
- Google Gemini
- Microsoft Copilot
- Perplexity AI
- Notion AI
- Canva AI
- Grammarly
- Zapier
- Make
- Calendly

REFERENCES

Available Upon Request