

FALADE ALIU OLUWAPELUMI

**Administrative Officer | Customer Service Officer | Supervisor |
Receptionist**

Lagos, Nigeria

📞 09049613084 | ✉️ pelumialiu7@gmail.com

PROFESSIONAL PROFILE

Detail-oriented and customer-focused professional with 5+ years experience in administration, customer service, supervision, and front desk operations. Proven track record as Supermarket Supervisor, Receptionist, and Administrative Assistant in retail, hospitality, and corporate settings. Skilled in team coordination, inventory management, record keeping, and delivering excellent customer service. HND holder in Home & Rural Economics with strong computer proficiency. Seeking to leverage organizational and communication skills to support operational efficiency in an administrative role.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT

People2profit Nigeria | 2025 | Lagos, Nigeria

- Provided administrative support including document preparation, filing, and data entry
- Coordinated office communication and assisted with client follow-ups
- Managed schedules, meetings, and office supplies to ensure smooth operations

SUPERMARKET SUPERVISOR

So Right Shopping Mall | 2024 - 2025 | Lagos, Nigeria

- Supervised daily supermarket operations and ensured excellent customer service standards
- Managed staff scheduling, inventory control, and product merchandising
- Handled cash reconciliation, sales reporting, and resolved customer complaints.
- Trained new staff and maintained store cleanliness and safety standards

RECEPTIONIST

Dikord Hotel and Events Center | 2019 - 2020 | Abeokuta, Ogun State

- Managed front desk operations: guest check-in/check-out, reservations, and inquiries
- Answered multi-line phone system and directed calls professionally
- Maintained visitor logs, handled correspondence, and provided customer support
- Assisted with event coordination and administrative tasks

EDUCATION & QUALIFICATIONS

Higher National Diploma, Home & Rural Economics

Oyo State College of Agriculture and Technology, Igboora | 2023

National Diploma, Home & Rural Economics

Oyo State College of Agriculture and Technology, Igboora | 2020

Senior School Certificate

Galaxy Comprehensive College, Sango Ota, Ogun State | 2015

First School Leaving Certificate

Ireti-Olu Nursery and Primary School, Ifo Sango Ota, Ogun State | 2009

CERTIFICATIONS & TRAINING

- Desktop Publishing Certificate - MS Office, Excel, PowerPoint | Aiyedun Computer Institute | 2016
- NYSC Certificate | National Youth Service Corps | 2024

CORE SKILLS

- Customer Service & Client Relations
- Front Desk Operations & Telephone Etiquette
- Administrative Support & Office Management
- Team Supervision & Inventory Control
- Microsoft Office: Word, Excel, PowerPoint
- Record Keeping, Filing & Data Entry
- Communication, Problem Solving & Time Management
- Event Support & Guest Relations

PERSONAL DETAILS

Nationality: Nigerian

Location: Lagos, Nigeria

Languages: English, Yoruba

REFERENCES

Available upon request