

FASIJI SAMUEL OLAYINKA

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PROFESSIONAL SUMMARY

Customer Experience and Hospitality Operations professional with progressive management experience leading hotel operations, supervising cross-functional teams, and delivering exceptional customer experiences. Skilled in operations management, guest relations, team leadership, complaint resolution, stakeholder coordination, and process improvement. Proven ability to enhance customer satisfaction, implement operational improvements, and lead teams in fast-paced service environments. Passionate about creating memorable customer experiences and driving operational excellence.

CORE COMPETENCIES

Analytical skills	Customer service	Problem solving
Project management	Communication	Operations
Computer literacy		

WORK EXPERIENCE

Manager - Colony hotel and suites, iju-ota, Ogun state **April 2024-July 2026**

- Direct daily operations across Front Office, Housekeeping, Food & Beverage, VIP Services, and Entertainment to ensure seamless service delivery.
- Lead and supervise cross-functional teams while maintaining high operational standards and service quality.
- Develop and implement operational policies and procedures that improve efficiency and guest satisfaction.
- Manage hotel finances, revenue records, cashbook reconciliation, and cost-control initiatives.
- Introduced customer engagement and loyalty initiatives that increased repeat guest visits and contributed to revenue growth..

Supervisor - Rolak Hotels and apartment, Ijebu-ode Ogun state. **April 2023-March 2024**

- Supervised daily hotel operations and coordinated staff activities across departments.
- Trained and mentored employees to improve productivity and service quality.
- Monitored employee performance and ensured compliance with company policies.
- Developed duty rosters that optimized staffing levels and operational efficiency.
- Implemented customer service initiatives that enhanced guest satisfaction.

Administrative officer - Eclipse interior Designers, Surulere Lagos state. **September 2022-April 2023**

- Coordinated office operations to support design, procurement, and project teams.
- Managed administrative records, project documentation, and client files.
- Liaised with vendors and suppliers to ensure timely procurement of materials.
- Scheduled meetings, site visits, and project timelines to improve workflow efficiency.

Customer Service officer - Volta logistics limited, Ibadan. March 2018-September 2018

- Responded promptly to customer enquiries and resolved complaints effectively.
- Identified customer needs and recommended appropriate solutions.
- Collaborated with internal teams to ensure timely service delivery.
- Prepared reports on customer interactions and service performance.

EDUCATION

Bachelor Of Science (B.Sc) Political Science

Tai-Solarin University of Education, Ijebu Ode, Ogun State (2019 - 2022) Second Class Upper Division.

Nigeria Certificate in Education (NCE)

Federal College of Education, Osiele, Abeokuta, Ogun state (2014 - 2017).