

# Femi Busari Samuel

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## Professional Summary

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Highly organized and proactive professional with extensive experience in client-facing and administrative roles, adept at coordinating schedules, managing appointments, and streamlining processes. Proven ability to assist with client onboarding, providing support, and maintain accurate, confidential client records in compliance with privacy regulations. Committed to communicating professionally with clients and follow-up tasks, ensuring seamless virtual interactions and efficient operations.

## Core Competencies

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- **Administrative & Coordination:** Schedule management, appointment coordination, workflow streamlining, administrative efficiency, process optimization, inter-departmental coordination.
- **Client Support & Onboarding:** Client intake, documentation, professional communication, relationship building, guiding through structured processes, client record maintenance.
- **Technical & Digital Proficiency:** Virtual platform management (e.g., Zoom), CRM systems, Microsoft Office Suite (Word, Excel, PowerPoint), digital communication platforms.
- **Confidentiality & Compliance:** Accurate record keeping, data privacy adherence, sensitive information management, compliance with privacy regulations.
- **Communication & Collaboration:** Clear and concise communication, active listening, stakeholder engagement, preparing session materials, follow-up tasks, cross-functional collaboration.
- **Problem-Solving & Strategic Thinking:** Identifying improvement opportunities, complex problem resolution, process optimization, strategic coordination, proactive issue management.

## Work Experience

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### Assistant Team Lead (Volunteer) | TTC Global, Remote/Onsite | 2021 - Present

- Led the coordination and management of departmental teams, overseeing online and onsite operations to ensure seamless service delivery and member engagement.
- Successfully onboarded several hundreds of individuals into programs, clearly communicating requirements, guiding them through processes, and ensuring comprehensive understanding.
- Developed and implemented administrative processes that improved departmental efficiency and communication by over 30%, demonstrating a focus on optimizing operational workflows.
- Provided leadership and mentorship, fostering a collaborative environment and enhancing overall team performance.
- Managed and resolved complex administrative and operational challenges, showcasing strong problem-solving skills and proactive issue resolution.
- Successfully transitioned and managed various team activities to online platforms, ensuring continuity and effectiveness of remote operations, akin to managing remote client engagement and providing technical support for telehealth sessions.

### Senior Supervisor, Admin | Bluespring Hotel, Abuja, Nigeria | February 2021 - August 2021

- Coordinated and managed all departmental activities, ensuring prompt and attentive service delivery, including scheduling and appointment management.
- Managed high-volume inbound and outbound telephone calls, relaying accurate information and providing timely responses to complex client inquiries, effectively serving as a primary point of contact for

operational matters and stakeholder communication.

- Fostered strong inter-departmental relationships, streamlining operations and improving collaboration across diverse teams to achieve shared objectives, including preparing session materials and follow-up tasks.
- Demonstrated exceptional administrative and operational management skills by overseeing departmental functions with a focus on efficiency, order, and service excellence.
- Resolved escalated guest issues with professionalism and respect, maintaining the hotel's reputation for high-quality service and operational integrity.

#### **Customer and Sales Representative | DEGOK HOTELS LTD | August 2019 - July 2020**

- Managed online, phone, and in-person room reservations, ensuring accuracy in booking details and guest preferences, demonstrating meticulous attention to detail in managing customer data and maintaining accurate client records.
- Processed customer payments and handled financial transactions securely, maintaining precise records of all guest accounts in compliance with privacy regulations.
- Responded to guest issues and complaints in a friendly, timely manner, consistently achieving positive resolutions and maintaining high customer satisfaction, showcasing professional communication with clients.
- Collaborated effectively with housekeeping and maintenance teams to ensure all guest rooms met stringent hotel standards and specific client needs.
- Assisted in planning special events, including weddings and business conferences, providing tailored support for VIP customers and managing event logistics, demonstrating targeted outreach and coordination.

#### **Customer Service and Sales Agent (Internship) | KAPITAL KLUB AND APARTMENT, Abuja, Nigeria | June 2016 - December 2016**

- Expertly handled customer inquiries and requests via telephone, ensuring high levels of customer satisfaction through proactive assistance.
- Reported and forwarded critical customer information to relevant internal units, ensuring prompt attention and resolution of service issues.
- Collaborated effectively as a team player, consistently addressing client needs directly and demonstrating a strong commitment to service excellence.
- Maintained accurate guest records and documentation, supporting the administrative efficiency of the front-desk operations and ensuring confidentiality.

## **Education**

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**Bachelor's Degree in Hospitality and Tourism | Federal University of Agriculture, Abeokuta, Nigeria | 2018**

## **Certifications & Awards**

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- Project Management Professional (PMP), Dexter and Heroes Consulting (2019)
- Public Speaking and Presentation, Dexter and Heroes Consulting (2019)
- Health Safety and Environment, Dexter and Heroes Consulting (2019)
- Eloquent Student Of The Year, Hospitality and Tourism Student Association, FUNAAB (2018)
- Most Influential Student Of The Year, Hospitality and Tourism Student Association, FUNAAB (2018)
- Top Partner Of The Year (2013)
- Cell Leader Of The Year (2013)