

OLORUNBI JOY ESTHER

Ogun State, Nigeria

+234 8103550315 /+2349077606524

olorunbijoy551@gmail.com

<https://www.linkedin.com/in/joy-esther-817067309?>

PROFESSIONAL SUMMARY

Organized and proactive detail-oriented professional with experience in executive support, front desk operations, and administrative coordination. Skilled in customer inquiries, managing appointments, maintaining a welcoming environment, handling confidential information, and ensuring smooth day-to-day operations. Known for reliability, professionalism, discretion, and strong organizational skills.

CORE SKILLS

- Calendar & Schedule Management
- Administrative & Executive Support
- Travel & Logistics Coordination
- Confidential Information Handling
- Communication & Correspondence
- Data Entry & Documentation
- Multitasking & Time Management

PROFESSIONAL EXPERIENCE

Front Desk Experience Officer

Lola April Spa, Lekki phase 1, Lagos State

March 2026 – August 2026

- **Guest Hospitality:** Deliver warm, 5-star welcomes, manage guest check-in/out, and maintain a serene reception environment.
- **Appointment Scheduling:** Manage digital calendars, therapist schedules, and booking adjustments to optimize daily room capacity.
- **Payments & Billing:** Accurately process POS, cash, and digital transactions while completing end-of-day sales reconciliations.
- **Client & Operational Flow:** Direct guests to treatment areas, coordinate with spa staff, and respond promptly to inquiries via phone and messaging.

Front Desk/Medical Typist

Echolab Radiology & Laboratory Service, Delta State, Asaba.

November 2024 – December 2025

- Transcribed medical reports from dictations with high accuracy.
- Ensured proper documentation and secure handling of patient records and ensured confidentiality.
- Collaborated with doctors to verify reports and certifications.
- Managed medical correspondence and documentation workflows.
- Attended to patients and visitors, ensuring a professional and welcoming experience.

- Managed appointment scheduling and coordinated patient flow.
- Responded to inquiries via phone and email promptly.

Personal Assistant

Life Achievers Groups

January 2021 - December 2023

- Managed calendars, appointments, and daily schedules.
- Coordinated travel plans and logistics.
- Managed emails and administrative communication.
- Coordinated workflow between departments.
- Maintained organized records and documentation systems.
- Handled correspondence, documentation, and data entry.
- Maintained strict confidentiality in all matters.
- Ensured smooth execution of daily tasks and activities

VOLUNTEER EXPERIENCE

Research Assistant

Adekunle Ajasin University Akungba-Akoko, Ondo State,

October 2022 – April 2024

- Maintained detailed and accurate documentation of all laboratory and dispensing activities to ensure traceability and regulatory compliance.
- Verified raw materials and reagents against approved specifications, reporting any inconsistencies or quality issues.
- Followed Standard Operating Procedures (SOPs) strictly to maintain consistency and reliability in all processes.
- Collaborated with laboratory personnel and quality control teams to support smooth workflow and accurate results.
- Adhered to all safety, health, and regulatory guidelines within the laboratory environment

LABORATORY INTERNS

Ile Abiye Hospital March 2022 – September 2022

- Assisted in operating and maintaining laboratory equipment.
- Collected and processed blood samples following standard procedures.
- Entered and managed laboratory data within the information system.
- Collaborated effectively with healthcare professionals.
- Communicated clearly and professionally with patients.

EDUCATION

Bachelor of Science (B.Sc.) in Biochemistry

Adekunle Ajasin University 2018 – 2024

Second class upper 3.71

CERTIFICATIONS

Health, Safety & Environment (HSE) – Pinnacle Coterie International, 2025

Human Resource Management – Pinnacle Coterie International, 2025.

INTERESTS

Reading | Learning | Traveling