

FADIPE MORENIKE ELIZABETH

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 Lagos, Nigeria

PERSONAL STATEMENT

I am a motivated and detail-oriented graduate with a background in Mass Communication with a growing interest in business development and organizational management. My professional experience in customer service, operations, and entrepreneurship has strengthened my analytical and organizational capabilities which are skills critical for business and management operations.

KEY SKILLS AND COMPETENCIES

- Operations coordination and efficiency management
- Microsoft Office proficiency (Word, Excel, PowerPoint)
- Data entry and accurate record-keeping
- Effective communication and stakeholder engagement
- Teamwork, collaboration, and leadership potential
- Business strategy, customer support, and market analysis
- Problem-solving and attention to detail

PROFESSIONAL EXPERIENCE

Mo Scents Store, Lagos, Nigeria

Entrepreneur

November 2022 – Present

- Manage supply procurement and stock levels to ensure availability and timely restocking.
- Oversee daily operations, logistics planning, and customer service delivery.
- Developed budgeting systems, reduced operational costs, and improved overall efficiency.
- Built strong vendor and customer relationships to support business continuity.

Airtel Network Plc, Abeokuta, Nigeria

Customer Service Executive

September 2020 – March 2021

- Handled large volumes of customer queries, focusing on efficient service delivery.
- Captured, analyzed, and reported customer feedback to inform service improvement strategies.
- Maintained accurate digital and physical records to support operational tracking.

DAAR Communications Plc, Lagos, Nigeria

Programme Officer

January 2017 – November 2017

- Coordinated cross-department schedules to ensure smooth program delivery.
- Tracked, reported, and archived data relevant to operations and transmission.
- Supported internal communication and managed sensitive project documentation.

EDUCATION**B.Sc. Mass Communication**

Crescent University, Abeokuta, Nigeria

Second Class Lower Division — 2022

Higher National Diploma (HND), Mass Communication

Moshood Abiola Polytechnic, Abeokuta, Nigeria

Lower Credit — 2019

National Diploma (ND), Mass Communication

Moshood Abiola Polytechnic, Abeokuta, Nigeria

Lower Credit — 2016

Senior Secondary School Certificate (SSCE)

Osedec Secondary School, Lagos, Nigeria — **2014**

RESEARCH INTERESTS

- Logistics optimization and supply chain resilience
- Technology integration in inventory and distribution systems
- Sustainable supply chain strategies in SMEs
- Customer satisfaction and service efficiency in logistics

INTERESTS

Supply chain innovation | Customer satisfaction | Digital tools for operations | Logistics technology | Reading | Continuous learning

REFERENCES

Available upon request.