

OLAOYE JANET TITILAYO

07032472454 | olaoyejnt@gmail.com | 22, Muyideen Olusosun, Aboru, Iyana-Ipaja, Lagos

PROFILE

Proactive communications specialist with a track record of managing complex online chat flows and fostering client loyalty through clear, empathetic dialogue. A quick-thinking problem solver and agile learner, I thrive in fast-paced settings by adapting swiftly to new technologies. Committed to driving organizational success, I combine exceptional interpersonal skills with a solution-oriented mindset to exceed performance goals and elevate the customer experience.

KEY SILLS

- Team leadership and management
- Sales and customer engagement
- Agricultural/production operations
- Operation and process improvement
- Digital community management
- Quality control and compliance
- Data analysis and reporting

PROFESSIONAL EXPERIENCE

Production operative

Sept 2019 – Feb 2020

X-Pression Hair Attachment

- Understood production processes and workflow

- Handled material with precision and paid attention to details
- Consistency in high volume output
- Met production targets and deadlines
- Time management in fast-paced environment

Sales Representative

March 2020 – Sept 2021

The Food Bank Store

- Direct sales and customer engagement
- Closing transactions and upselling
- Addressing customer needs and concerns
- Professional communication across diverse customer base
- Cash handling and financial accuracy
- Managing customers expectation

Moderator

August 2020 – June 2023

At chathomebase

Position: Digital Community Manager

- Managed day-to-day community engagement for members across platforms
- Identified community needs and trends, communicated insights to leadership team
- Resolved conflicts and moderated sensitive discussions professionally
- Increased member participation by 20%
- Identified and resolved systematic issues in community health

Assistant Team Leader

Centre For Community-Based Farming Scheme

Oct 2024 – June 2025

- Managed comprehensive farm operations including cultivation cycles, harvest coordination, and equipment maintenance
- built and supervised team members, developed training protocols and performance management systems
- Implemented crop health monitoring program utilizing best practice agronomic techniques, tracked and reported on crop performance indicators
- Analyzed workflow processes executed targeted improvements in operational efficiency and resource allocation

EDUCATION

Bachelor of Science (B.Sc) in Agriculture

2021 – 2026

Awaiting Certification

Federal University of Agriculture, Abeokta

LANUAGES

- English (Fluent)
- Yoruba (Fluent)

REFERENCES

Available upon request