

OLADIRAN KAYODE

Osogbo, Osun State, Nigeria | +234 810 533 9196 | oladirankayode96@gmail.com

ADMINISTRATIVE ASSISTANT | OFFICE SUPPORT | CUSTOMER SERVICE

PROFESSIONAL SUMMARY

Business Administration graduate with experience in customer service, sales support, communication, teaching, event support, and day-to-day organization. Proficient in Microsoft Office, Google Workspace, email communication, internet research, social media management, document organization, and customer service. Experienced in communicating with customers, resolving concerns, organizing activities, preparing documents, and supporting teams. Detail-oriented, dependable, adaptable, and eager to contribute to an efficient administrative team.

CORE SKILLS

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| • Administrative Support | • Customer Service | • Office Operations |
| • Microsoft Word | • Microsoft Excel | • Microsoft PowerPoint |
| • Google Docs | • Google Sheets | • Gmail & Email Communication |
| • Internet Research | • Data Entry | • Document & File Organization |
| • Printing & Scanning | • Calendar & Scheduling | • Social Media Management |
| • Written & Verbal Communication | • Teamwork & Collaboration | • Attention to Detail |
| • Time Management | • Problem Solving | • |

TECHNICAL SKILLS

Microsoft Word — Intermediate | Microsoft Excel — Intermediate | Microsoft PowerPoint — Intermediate | Google Docs — Intermediate | Google Sheets — Intermediate | Gmail/Email — Advanced | Internet Research — Advanced | Typing — Advanced | Data Entry — Beginner | Printing & Scanning — Intermediate | File & Document Organization — Intermediate | Calendar & Scheduling — Beginner | Canva — Beginner | Social Media Management — Advanced

PROFESSIONAL EXPERIENCE

SALES PROMOTER

Fragrance_by_mo and Arike_Feets — Osogbo, Osun State | August 2022

- Engaged approximately 10 customers daily by explaining products and services and identifying their needs, supporting an average of 3–5 sales per day.
- Recommended more than 20 product options based on customer needs, helping customers make informed purchasing decisions.
- Promoted products and sales campaigns through WhatsApp, Instagram, and TikTok, reaching approximately 50 prospective customers.
- Responded to and resolved approximately 10 customer concerns by listening to issues, identifying causes, and providing appropriate solutions.
- Supported monthly sales activities against a target of approximately 50 sales, contributing to promotional and customer-acquisition efforts.

MARKETING TEACHER / NYSC TEACHING SERVICE

Amatugu Comprehensive Secondary School — Igbédi, Bayelsa State | June 2021 – April 2022

- Organized and maintained lesson materials for approximately 60 students across SS1, SS2, and SS3, supporting structured classroom delivery.
- Prepared lesson notes and assignments for 6 classes per week, ensuring students received planned learning activities.
- Maintained organized classroom activities for classes of approximately 20 students while supporting effective learning and student engagement.
- Communicated study habits and examination strategies to approximately 60 students, helping most students improve their academic performance.
- Prepared and administered approximately 5 tests to assess student understanding and identify areas requiring additional support.
- Assisted students with homework and academic tasks using relevant curriculum materials, providing individualized support where needed.
- Participated in school activities, meetings, examinations, and other assigned programs throughout the teaching period.

VOLUNTEER

World AIDS Day — Igbédi, Bayelsa State | December 2021

- Supported an event attended by approximately 100 people by assisting with publication activities, participant testing, registration, and event operations.
- Assisted approximately 10 participants directly during event activities, helping maintain an organized and supportive environment.
- Supported event operations by helping prepare and maintain facilities for program activities.

VOLUNTEER

Orphanage Home — Osogbo, Osun State | April 2020

- Coordinated a donation of approximately 10 items, including food and clothing, benefiting approximately 50 individuals.
- Engaged with approximately 50 beneficiaries through conversations, singing, games, and recreational activities, contributing to a positive and supportive environment.

EDUCATION

B.Sc. Business Administration — Second Class Honors

Universite Des Sciences Appliques Et Management, Porto-Novo, Benin | 2016 – 2020

NATIONAL YOUTH SERVICE CORPS (NYSC)

NYSC Certificate

LANGUAGES

English — Fluent | Yoruba — Fluent