

Omolade Adesina
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CAREER OBJECTIVE

A highly driven and results-oriented professional with a strong background in administration, customer service, and HR support. Proven ability to manage office operations, coordinate recruitment and onboarding processes, and deliver exceptional service to both internal and external stakeholders. Skilled in communication, multitasking, and problem-solving, with a commitment to enhancing workplace efficiency and supporting organizational goals. Seeking to contribute my expertise in a dynamic administrative role focused on people management and operational excellence.

WORK EXPERIENCE

Human Resource Manager –Edgevarsity Nigeria (Remote)

June 2025 – Till Present

- Designed and implemented strategic recruitment processes for academic, administrative, and support roles, reducing hiring turnaround time and improving candidate quality across key departments.
- Strengthening employee relations by proactively addressing workplace concerns, resolving conflicts professionally, and fostering a positive and performance-driven work culture.
- Designing and facilitating staff training sessions on workplace attitude, customer engagement, communication, and professional development, improving team effectiveness and service delivery.
- Administering employee records, compensation processes, attendance tracking, and HR documentation with high accuracy and confidentiality.
- Ensuring compliance with labor regulations, internal policies, and employment documentation standards, minimizing HR-related operational risks.
- Collaborating with academic and department heads to align workforce planning and HR strategies with business and educational objectives.
- Supports the expansion of online educational programs by recruiting and developing talent for virtual learning delivery, contributing to organizational scalability and improved learning operations.

Administrative Officer – Yetroselane Fashion Hub

May 2024 – April 2025

- Led and managed a high-performing sales team, including sales representatives and customer service staff, to consistently meet and exceed sales targets while enhancing customer satisfaction.
- Coordinated with logistics partners and freight forwarders to ensure timely and accurate product delivery to customers and retail partners, monitoring all shipping details and resolving discrepancies.
- Used CRM tools to maintain accurate records of all sales transactions, customer interactions, and inventory, providing data insights to management to support decision-making and strategic planning.
- Assisted in coordinating recruitment processes such as posting job vacancies, screening CVs, and scheduling interviews.
- Assisted in employee onboarding by providing orientation materials and ensuring smooth processes.
- Helped organize training sessions and employee engagement activities.

Executive Assistant – Harvestfield Educational Services

March 2022 – July 2023

- Managed the Director's daily calendar, scheduled meetings, coordinated travel arrangements, and organized appointments to ensure time was optimized and priorities were met.
- Produced high-quality content for the company's social media platforms, enhancing online presence and engaging potential clients in the educational sector.
- Provided exceptional support to clients throughout the admissions process, helping them navigate application procedures for institutions in Canada, the UK, Ireland, and the USA.
- Assisted in visa counseling and application preparation, ensuring clients met immigration requirements.
- Developed PowerPoint presentations for internal and external training sessions, visa counseling, and client meetings, keeping all materials updated and relevant to the latest immigration and education trends.

- Acted as a liaison between clients and senior management, facilitating smooth communication and ensuring the Director's objectives were effectively communicated and executed.

Admin/Customer Service Representative – GoDart Limited

February 2022 – November 2022

- Responded promptly to customer inquiries via various channels, providing clear information on products and services while resolving complaints efficiently.
- Managed communication in the company's customer service groups, ensuring that customers' issues were addressed in real-time, leading to improved satisfaction rates.
- Documented customer interactions, including complaints, inquiries, and service requests, providing accurate reports for management review.
- Collaborated with the customer service team to implement process improvements and enhance the overall customer experience.

Business Development Executive – Postto Integrated Limited

June 2020 – December 2021

- Identified and pursued new business opportunities, effectively building relationships with prospective clients and fostering long-term partnerships.
- Developed customized solutions for clients based on their specific needs, resulting in a high rate of conversion and customer retention.
- Conducted market research, identified trends, and adjusted sales strategies, accordingly, contributing to consistent revenue growth.
- Managed the sales process from lead generation through to closing, ensuring a smooth and efficient customer journey.
- Provided post-sale support to ensure customer satisfaction, resolve any issues or concerns and to maintain strong relationships with clients.

Program Assistant – Development Communications Network (DEVCOMS) June 2013 – February 2020

- Coordinated and managed administrative functions for various events, including scheduling, preparing agendas, and taking minutes during meetings.
- Assisted with financial and administrative activities, including petty cash management, and ensured timely processing of expenses.
- Supported media outreach efforts, tracking media reports, and assisting with media coverage for public service announcements and project activities.
- Managed internal communication and coordinated training sessions to enhance staff skills and capacity.
- Drafted and edited reports on media activities and produced PowerPoint presentations for internal and external stakeholders.

EDUCATION

Bachelor of Arts (B.A.) in English Language 2016 - 2020

National Open University, Apapa Study Centre, Lagos, Nigeria

Ordinary National Diploma (OND) in Mass Communication 2013 - 2015

Yaba College of Technology, Lagos, Nigeria

ACHIEVEMENTS & CERTIFICATIONS

- **Project Management Certification** by Coursera-Google
- Participant in **Youth African Leaders Initiative (YALI)** on Community Organizing for Action
- Volunteer for **WeVolunteer (WEVO)** at the 2020 Youth Leadership Conference
- Recognized for consistently exceeding sales targets in multiple roles.

SKILLS & COMPETENCIES

- **Languages:** Yoruba (Fluent), English (Fluent)
- **Software Proficiency:** Microsoft Office Suite (Excel, PowerPoint, Word), CRM tools
- **Core Skills:** Executive Assistance, Project Management, Customer Service, Business Development, Content Creation, Team Leadership, Communication, Problem-Solving, Report Generation, HR Support & Recruitment, Employee On-boarding.