

RAJI NASRAT BOLAJI

Administrative & Customer Service Professional

Abeokuta, Ogun State, Nigeria | 07056004935 | nasiratbolaji8@gmail.com

PROFESSIONAL PROFILE

Results-oriented Business Administration graduate with hands-on experience across administration, customer service, project coordination, sales support, and event management. Skilled at managing client interactions, coordinating multiple tasks, and maintaining accurate records to keep operations running smoothly. Combines strong communication, organizational, and problem-solving abilities with a proven talent for building positive relationships, delivering excellent service, and contributing to business growth.

CORE COMPETENCIES

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|-------------------------------|-------------------------|----------------------------------|
| ▸ Administrative Support | ▸ Customer Service | ▸ Client Relationship Management |
| ▸ Front Desk Operations | ▸ Project Coordination | ▸ Event Planning & Coordination |
| ▸ Data Entry & Record Keeping | ▸ Report Preparation | ▸ Team Collaboration |
| ▸ Stakeholder Engagement | ▸ Communication | ▸ Problem Solving |
| ▸ Time Management | ▸ Organizational Skills | ▸ Conflict Resolution |
| ▸ Sales Support | ▸ Customer Retention | ▸ Interpersonal Skills |

PROFESSIONAL EXPERIENCE

Project Coordinator (NYSC)

2026

Johnsinah Nigeria Limited

- Coordinate 10+ project activities to support the timely completion of assignments.
- Maintain and updated 100+ project records with a high degree of accuracy.
- Monitor project schedules and followed up on 20+ pending tasks each week.
- Facilitate communication among team members to improve workflow efficiency.
- Prepare weekly reports and meeting documents to support project execution.

Sales Attendant

May 2021 – Sep 2021

Olak General Merchant

- Assisted 30+ customers daily with product enquiries and purchases.
- Processed 50+ sales transactions weekly with consistent accuracy.
- Built positive customer relationships that encouraged repeat patronage.
- Monitored stock levels and reported inventory requirements promptly.
- Organized product displays to improve customer accessibility and drive sales.

Front Desk Officer

Jan 2020 – Dec 2020

Joybam Hotel, Ibadan

- Managed check-in and check-out services for 20+ guests daily.
- Responded to 30+ customer enquiries weekly regarding hotel services.
- Processed reservations and maintained booking records with high accuracy.
- Resolved guest complaints promptly, contributing to strong customer satisfaction.
- Maintained daily front desk records and supported administrative operations.

EDUCATION

B.Sc. Business Administration
University of Ilorin, Kwara State

2021 – 2025

LEADERSHIP EXPERIENCE

Social Director
Departmental Association, University of Ilorin

Jan 2025 – Jul 2025

- Led departmental committees in planning and executing student-focused events.
- Coordinated volunteers and stakeholders to ensure successful programme outcomes.
- Promoted student engagement through well-organized social activities and initiatives.

CERTIFICATIONS

- Certificate of Service · Social Secretary, NUAMBS, 2024/2025 Academic Session (July 2025).
- Certificate of Recognition · Inclusive Era Administration, NUAMBS (July 2025).
- Certificate of Recognition · Community Development Service, SDGs Group, Abeokuta South (October 2026).
- Certificate of Recognition · International Day of Hydration, Orphanage Visit, Back to School Project, and Breast Cancer Awareness (SDGs 3, 4, 6 & 10), SDGs Group (October 2026).
- Certificate of Membership · SDGs Group, Abeokuta South, Ogun State (October 2026).
- Certificate of Recognition · Social Director (2025).
- Jobberman Soft Skills Training Certificate.

TECHNICAL PROFICIENCIES

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Slides)
- Data Entry & Database Management
- Virtual Collaboration Tools (Zoom, Google Meet, Microsoft Teams)
- File Management & Electronic Record Keeping
- Basic Administrative Software Applications

REFERENCES

Available upon request.