

Raymond Adesanya

Client Service Executive

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📍 Ogun State

PROFILE

Dedicated Client Service Executive and Booking Manager with a proven track record of exceeding service expectations and optimizing operational efficiency. Expertly adept at resolving complex client conflicts, fostering strong relationships, and ensuring seamless booking processes. Leverages exceptional communication and problem-solving skills to drive client satisfaction and contribute significantly to organizational success. A results-oriented professional committed to delivering unparalleled service excellence.

WORK EXPERIENCE

Azaria Hotel And Apartment

April 2026 - Present

Client Service Executive

Addressed client inquiries and resolved issues, ensuring high satisfaction. Managed client bookings and account balances, maintaining financial accuracy monthly. Oversaw facility operations and de-escalated sensitive situations effectively. Streamlined client management processes, improving operational efficiency.

Azaria Hotel And Apartment

April 2026 - Present

Hospitality Manager

Ensured exceptional guest experiences, achieving a 4.5-star rating, through diligent apartment readiness and prompt weekend operations. Supported sales initiatives with swift responses and clear reporting, fostering guest satisfaction. Maintained a warm and welcoming demeanor with all visitors, contributing to positive stays.

Raybus Farms

2024 - Present

Administrative/Sales Support Officer

Sales and Customer Support: Managed inbound orders and proactive follow-up with existing customers, driving repeat business. Supported farm market events and online sales, ensuring smooth operations and customer satisfaction. Maintained accurate stock records and customer ledgers, contributing to efficient reporting and KPI achievement. Provided vital operations support, generating weekly and monthly sales reports.

Dansol Christian Mission

2022 - 2026

Student Resident Manager

Managed welfare and discipline programs, ensuring a positive and secure environment. Oversaw facility and maintenance operations, improving efficiency and occupant satisfaction. Implemented safety protocols, significantly reducing incidents. Streamlined administrative processes and fostered community building initiatives, leading to enhanced stakeholder engagement.

Lagooz Schools

2019 - 2022

Hostel Warden

Organized hostel meetings and maintained detailed records. Successfully mediated student conflicts, fostering a peaceful environment. Conducted daily room checks and headcounts, ensuring resident safety and compliance with hostel rules.

EDUCATION

ADDITIONAL INFO

Additional Information: Certified Virtual Assistant from ALX, with foundational Digital Marketing skills acquired through Mindluster. Hospitality Management certification from Alison. Possess a strong aptitude for administrative support and online operations. Demonstrated ability to adapt and acquire new professional competencies.

SKILLS

- Client Relationship Building
- Negotiation
- Time Management
- Account Management
- Adaptability
- Digital Marketing
- Communication Skills
- Teamwork
- CRM Software Proficiency

LANGUAGES

- English

INTEREST

- Sports
- Problem Solving
- Social Networking
- Teamwork
- Music
- Skill Learning