

SADIQ OYINKONSOLA AISHA

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CUSTOMER RELATIONS | ADMINISTRATION | OPERATIONS PROFESSIONAL

PROFESSIONAL SUMMARY

Customer service and business operations professional with experience spanning customer relations, front desk operations, team supervision and entrepreneurship. Experienced in managing customer interactions, orders, appointments, service delivery and day-to-day business operations independently. Strong in communication, problem-solving, client relationship management and administrative coordination, with a practical understanding of fast-paced customer-facing environments.

CORE COMPETENCIES

Customer Experience & Relationship Management

- Operations & Administrative Coordination
- Order Processing & Service Coordination
- Appointment & Schedule Management
- Complaint Resolution
- Team Supervision & Leadership
- Client Retention & Service Delivery

PROFESSIONAL EXPERIENCE

Operations and Customer Relations Officer — Pherunme Autos (2024 – 2026)

- Led end-to-end customer relationship management, handling enquiries, negotiations, and after-sales support to enhance client satisfaction and loyalty.
- Coordinated operational activities, ensuring efficient service delivery and alignment with business objectives.
 - Resolved complex customer issues using strong problem-solving skills, improving overall customer experience.
- Maintained detailed customer records and followed up on leads, contributing to increased repeat business and referrals.

Customer Relations Officer — Beautybydaz (2022 – 2024)

- Managed client relationships, ensuring a seamless and personalized customer experience from booking to service completion.
- Handled appointments, enquiries, and service coordination, improving client satisfaction and retention.
- Addressed customer concerns professionally, resolving issues to maintain a positive brand image.
- Supported daily operations by coordinating schedules and maintaining effective communication with clients.

Front Desk Officer — Beulah Group of Company (2021 – 2022)

- Managed front office operations, serving as the primary point of contact for clients and stakeholders.
- Handled high-volume enquiries across phone and in-person channels with professionalism and efficiency.
- Streamlined communication flow by directing enquiries accurately, improving response time and service quality.
- Provided administrative support that enhanced overall office productivity and coordination.

Supervisor — Tastee Fried Chicken (2020 – 2021)

- Supervised daily operations and team performance, ensuring adherence to service standards and operational procedures.
- Coordinated staff activities, delegated responsibilities, and monitored workflow to maintain efficiency.
- Addressed customer concerns and resolved service issues promptly, strengthening customer satisfaction.
- Supported implementation of process improvements to enhance service delivery and team productivity.

Secretary — Iru Local Government (2019)

- Delivered administrative and clerical support to facilitate efficient office operations.
- Managed documentation, records, and correspondence with a high level of accuracy and confidentiality.
- Coordinated schedules, meetings, and official communications to support organizational effectiveness.
- Assisted in maintaining structured office systems and workflow organization.

EDUCATION

Kwara State Polytechnic — HND in Accounting

Kwara State Polytechnic — OND in Accounting

CERTIFICATIONS

- Virtual Assistant - ALX
- Social Media Marketing - Coursera

TECHNICAL PROFICIENCY

Microsoft Office Suite

- Google Workspace
- Zoom & WhatsApp Communication Tools
- Customer Support & Ticketing Systems