



Alice Andrew

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● ABOUT ME

Operations & administrative professional with over three years experience managing administrative operations, optimizing workflows, developing SOPs, and coordinating cross-functional teams. Skilled in client relationship management, process improvement, operational reporting, and implementing efficient systems. Passionate about using AI and technology to streamline operations, solve complex business challenges, and deliver exceptional client service in fast-paced remote environments.

● WORK EXPERIENCE

CHIEF ADMINISTRATIVE OFFICER /MANAGER – BODYROX FITNESS STUDIO – 01/09/2024 – 30/06/2026 – WUSE 2, ABUJA, NIGERIA

- Oversaw daily administrative and operational activities across multiple studio functions within a fast-paced fitness environment.
- Managed attendance tracking, staff coordination, HMO processing/submissions, and administrative reporting.
- Supervised front desk operations, client engagement, enquiries, follow-ups, and customer service resolution.
- Coordinated sales tracking, inventory management, request processing, and database updates/monitoring.
- Implemented and improved operational structures, workflow systems, and administrative procedures for increased efficiency.
- Supported team supervision, onboarding, and training of administrative staff on operational processes and client management systems.
- Collaborated with CEO on operational planning, process improvement, and service delivery optimization.
- Ensured smooth day-to-day studio operations, including facility coordination, issue resolution, and operational support during peak periods.
- Maintained professionalism in handling high-volume client interactions and operational responsibilities within a demanding work environment

BUSINESS MANAGER – GLITT_ACCESSORIES – 16/02/2022 – 08/2024 – WUSE 2, ABUJA, NIGERIA

- Developed marketing strategies that align with the organization's business goals
 - Consistently maintaining costs within the allocated budget on a monthly basis.
 - Supervised a team responsible for the design and implementation of inventory management system
 - Developed strong collaborative relationships with suppliers that enhanced supply chain reliability.
 - Negotiated with external providers to secure cost-effective services, thereby periodically saving cost.
 - Introduced customer satisfaction initiatives that boosted customer service ratings.
 - Managed daily operations, enhancing overall operational workflow and improving productivity by 20%
 - Contributed to business strategy and development efforts which increased revenue by 5%
- Managed and executed campaigns across various digital channels, including email, social media, search engines.
- Measure and report on the performance of campaigns against goals (ROI and KPIs)
- Conducted market research and analyze trends to identify new opportunities and improve campaign performance
- Content creation to produce engaging content and optimize user experience on social media platforms

PRESIDENT – WINNER'S CORPERS FELLOWSHIP, DURUMI – 11/2023 – 12/2024 – ABUJA, NIGERIA

- Led the Winners Corpers Fellowship for one year, driving spiritual growth, administrative structure, and community engagement.
- Spearheaded the renovation and complete furnishing of the Corpers Lodge through effective leadership, fundraising, and stakeholder coordination.
- Introduced systems that improved fellowship coordination, administration, and member engagement.

- Strengthened the vibrancy, unity, and operational organization of the lodge community.
- Successfully collaborated with church administration to execute key projects and improve facility standards.

● EDUCATION AND TRAINING

2014 – 2022 Zaria , Nigeria

B.ENG. COMPUTER ENGINEERING Ahmadu Bello University

● SKILLS

Microsoft Office | Social Media | EMAIL MARKETING | SEO, SEA, SEM, SOM and content creation | Google - Google Business, Google ADS & Google Analytics | "Google Ads"

● HOBBIES AND INTERESTS

Interests

1. Team work
2. Research and development
3. Brand awareness

● VOLUNTEERING

10/2018 – 10/2018 Kaduna

Youth Association Involvement (Kogi Central)

- Actively participated in a youth delegation that engaged with Senator Natasha Akpoti-Uduaghan (current Senator, Kogi Central).
- Supported coordination efforts during her official visit to my alma mater, Ahmadu Bello University (ABU).
- Assisted in logistics, communication, and crowd organization during the event.