

USMAN, ISIAKA OLOLADE

Lagos, Nigeria

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Detail-oriented Virtual Assistant and certified Digital Marketer with over three years of experience in manufacturing support, data management, and process optimization. Proven ability to handle administrative tasks remotely, including calendar scheduling, document creation, reporting, and email correspondence. Skilled in Microsoft Office, Google Workspace, and basic graphic design. Strong research, communication, and social media management skills. Eager to support Odixcity Consulting with organized, proactive virtual assistance and digital tools expertise.

Skills

- **Administrative Support:** Managed scheduling, email handling, report preparation, and internal documentation.
- **Microsoft Office & Google Workspace:** Proficient in Excel, Word, PowerPoint, Google Docs, Sheets, and Calendar.
- **Time & Task Management:** Experienced in managing concurrent projects independently with attention to detail.
- **Digital Marketing:** Certified with hands-on skills in social media management, content planning, and campaign analytics.
- **Data Entry & Reporting:** Logged and analyzed performance data, improving reporting accuracy by 30%.
- **Communication:** Strong written and verbal communication for team updates, client interactions, and reporting.
- **Social Media Handling:** Created and scheduled posts using Canva and Meta tools.
- **Graphic Design:** Created basic graphics and visual reports using Canva.
- **Project Tools:** Familiar with Trello, Asana, and Slack for remote collaboration and task tracking.
- **CRM Awareness:** Certified customer relationship management and client communication flows.
- **Technical Support:** Assisted with system troubleshooting and process documentation.

Professional Experience

Virtual Administrative Support Freelance

Jan 2024 – Apr 2025.

- Managed digital calendars and scheduled 30–50 meetings monthly across 3–5 time zones.
- Created reports, internal memos, and organized team documentation, producing 50–70 pages of documentation and maintaining 100+ files monthly.
- Coordinated emails and follow-ups with clients and vendors, managing 200 – 500 emails monthly with a 95% response rate within 24 hours.

- Conducted competitor and market research for small business clients, delivering 6–20 research reports for 3–5 clients monthly.
- Designed social media posts and organized weekly content using Canva, creating 60–80 posts monthly, boosting engagement by 10–20%.

GMI LIMITED, Lagos, Nigeria

Dec 2021 - Dec 2023.

Quality Control and Quality Assurance Officer

- Analyzed production data using Excel, enhancing reporting and decision-making by processing 500–1,000 data points weekly to generate 5–10 actionable insights per report.
- Managed machine inspection logs and created troubleshooting documentation, maintaining 50–100 logs monthly and producing 10–15 troubleshooting guides for operational efficiency.
- Scheduled routine maintenance and tracked performance KPIs, coordinating 10–20 maintenance tasks monthly and monitoring 5–8 KPIs with 95% adherence to schedules.
- Supported internal teams with documentation for operations and audits, preparing 20–30 documents monthly to ensure 100% compliance during audits.
- Drafted quality reports used in management presentations, producing 4–6 reports monthly, each summarizing 10–15 quality metrics for strategic decision-making.

TOLA ENTERPRISE, Ogun, Nigeria

Sep 2020 – Nov 2021.

Quality Assurance Officer

- Prepared and submitted weekly quality assurance reports approximately 52 reports annually, each covering 5–10 key quality metrics for operational reviews.
- Documented inspection results and collaborated across 3–5 departments, logging 50–100 inspection records monthly with 98% accuracy.
- Trained staff on updated protocols through clearly written guides, conducting 2–4 training sessions monthly for 10–20 staff members using 5–10 customized guides.
- Collected and organized quality metrics for internal database and client review, managing 200–300 metrics monthly across 5–10 client-facing reports with 100% data integrity.

Education

FEDERAL UNIVERSITY OF TECHNOLOGY OWERRI, (FUTO) Imo State.

Aug 2016 – Jan 2023.

B.Eng. Polymer and Textile Engineering

- Relevant Coursework: Polymer Processing, Material Science, Quality Control, Project Management, Communication.
- Utilized Microsoft Office Suite to work on projects.

IJEBU MUSLIM COLLEGE, IJEBU – ODE OGUN STATE.

Sep 2010 – Aug 2016.

West Africa Senior School Certification (WASSCE)

Professional Certification

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| • Virtual Assistant Certification | ALX Africa |
| • Artificial Intelligence Career Essentials | ALX Africa |

- Digital Marketing Certification
- Customer Relation Management
- Human Resource Management
- Project Management
- Health Safety Environment
- ICT Essentials
- Microsoft Office Specialist (Word, Excel, PowerPoint).
- Web Development Certification.
- Member, Nigerian Society of Engineers (NSE).
- National Youth Service Corps

Nerdzfactory
 Sansveal Intl.
 Sansveal Intl.
 Sansveal Intl.
 Sansveal Intl.
 Sansveal Intl.
 UDEMY
 DFA ACADEMY

Professional Affiliation

- Member, Nigerian Society of Engineers.
- Member, Institute of Polymer Engineer

Mar 2022 – PRESENT.