

YUSUF TOHEEB OLAITAN

Administrative Support | Customer Service | Relationship Management

Lagos, Nigeria | 07065210956 | toheeby468@gmail.com

PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with experience in relationship management, customer service, administrative support, communication, and data entry. Experienced in handling customers professionally, maintaining accurate information, supporting daily operations, and working effectively in busy environments. Proficient in Microsoft Word, Excel and Microsoft Office applications, with strong communication, multitasking and problem-solving abilities. Seeking to contribute strong administrative and organizational skills as a Secretary at Vadona Consulting Services.

CORE SKILLS

- Administrative Support
- Customer Service
- Microsoft Word & Excel
- Written & Verbal Communication
- Scheduling & Coordination
- Attention to Detail
- Problem Solving
- Office Management
- Relationship Management
- Data Entry & Record Keeping
- Filing & Documentation
- Multitasking & Organization
- Confidentiality & Professionalism
- Teamwork

PROFESSIONAL EXPERIENCE

Landmark Kids Club — Lagos

Supporting Staff / Administrative & Customer Support | July 2024 – August 2026

- Provided administrative and operational support to management and the team.
- Assisted with the smooth coordination of daily activities and office operations.
- Communicated professionally with customers, parents, colleagues and management.
- Responded to customer enquiries and assisted in resolving complaints and concerns.
- Maintained accurate information and supported basic documentation and record-keeping.
- Assisted with organizing activities, schedules and day-to-day tasks.
- Handled multiple responsibilities simultaneously while maintaining attention to detail.
- Supported management with assigned administrative duties.
- Maintained professionalism and confidentiality when dealing with sensitive information.
- Worked effectively as part of a team in a busy customer-focused environment.

Union Bank — Lagos

Relationship Manager | 2023 – 2024

- Built and maintained professional relationships with customers.
- Handled customer enquiries and provided appropriate solutions to their needs.
- Maintained accurate customer information and records.
- Communicated with customers through professional verbal and written communication.
- Assisted customers with banking-related requests and resolved issues efficiently.
- Followed company procedures when handling confidential customer information.
- Managed multiple customer requests while maintaining accuracy and professionalism.
- Worked with colleagues to achieve service and business objectives.

- Demonstrated strong organizational, interpersonal and problem-solving skills.

EDUCATION

Ekiti State University

B.Sc.(Ed.) Guidance and Counseling | 2025

CERTIFICATION

National Youth Service Corps (NYSC) — Completed, 2026

TECHNICAL SKILLS

Microsoft Word • Microsoft Excel • Microsoft Office • Data Entry • Email Communication • Document Management

PERSONAL ATTRIBUTES

Professional and well-mannered • Highly organized • Fast learner • Reliable and responsible • Good attention to detail • Able to multitask effectively • Strong communication skills • Able to work independently and with a team • Respectful of confidential information

REFERENCES

Available upon request.