

ETTI OLUWABUSAYOMI OMODOLAPO

Location: Lagos, Nigeria **Phone:** +234 807 912 4502 **Email:** ettioyinkan@gmail.com

PROFESSIONAL SUMMARY

Results-driven administrative professional with over 8 years of experience in office management, customer service, vendor relations, and team supervision. Skilled in fostering positive relationships with clients and delivering exceptional service. Proficient in managing office operations, coordinating staff, and maintaining accurate records. Committed to delivering exceptional administrative support to enhance team productivity and foster a positive, collaborative work environment.

WORK EXPERIENCE

Vendor Relations Specialist (Remote) Maistuff Shopper | June 2025 - Present

- Manage vendor relationships and coordinate procurement activities
- Liaise between vendors and internal teams to ensure smooth operations
- Negotiate terms and resolve vendor-related issues efficiently

Supervisor, Print Shop Just Brand It Limited | November 2024 - May 2025

- Supervised daily print shop operations and managed production workflow
- Coordinated maintenance and servicing of printing machines and equipment
- Managed staff schedules and ensured timely delivery of print jobs
- Prepared weekly projections and operational reports
- Liaised with engineers and vendors for equipment repairs and supplies

Secretary/Litigation Clerk (Full Time) Smith and Bankole Legal Practitioners | February 2022 - October 2024

- Received and attended to clients professionally
- Collated and recorded all firm expenses
- Managed office supplies and administrative tasks
- Filed necessary legal processes and served documents as required

Customer Service Agent (Remote) Dbase Technologies | 2022 - 2024

- Reached out to customers through phone calls to advertise products
- Received and resolved customer complaints regarding goods purchased
- Attended to customer inquiries and provided timely solutions
- Assisted customers to achieve the best customer experience

Receptionist (Full Time) Oragon Hotel and Suites | 2020 - 2022

- Welcomed and attended to guests professionally
- Assisted in creating a customer-friendly environment
- Collated and maintained necessary records for the establishment

Cashier (Full Time) Riyike's Stitches | 2018 - 2020

- Received payments on behalf of the establishment
- Ensured proper completion of all transactions
- Recorded all payments and company expenses accurately

Sales Representative (Full Time) Focal Point Logistics | 2016 - 2018

- Attended to customers' needs and provided product information
- Developed strong interpersonal relationships with team members and customers

EDUCATION

B.Sc. (Ed.) Biology Education — *In View* University of Lagos, Lagos

Diploma in Hospitality Management Allision School of Management | 2021

Diploma in Hospitality Management Oxford Home Study Centre | 2021

Customer Service Training Wave School of Customer Service Specialists | October 2022

SSCE Adenrele High School, Ifo, Ogun State | 2009 - 2015

SKILLS

- Office Administration & Operations Management

- Team Supervision & Staff Coordination
 - Customer Service & Client Relations
 - Vendor Management & Procurement
 - Report Writing & Documentation
 - Microsoft Word & Microsoft Excel
 - Dispute Resolution & Problem Solving
 - Communication & Interpersonal Skills
 - Research & Analytical Skills
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LANGUAGES

- English (Fluent)
 - Yoruba (Fluent)
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REFERENCES

Available upon request.