

LAYKAWN'S EXECUTIVE CANDIDATE

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Profile

Versatile and detail-oriented professional with experience spanning operations supervision, office administration, and education. Demonstrated success in managing retail operations, coordinating office functions, and delivering effective classroom instruction. Skilled at creating organized systems that streamline workflows, improve customer experiences, and enhance team efficiency. Adept in handling client interactions, maintaining accurate records, and implementing strategies that drive measurable improvements. Recognized for strong communication, adaptability, and the ability to foster positive relationships with clients, staff, and students alike.

Work Experience

06/2023 – Present
Asaba, Delta State

Operations Supervisor Luprech Enterprises

- Oversee retail operations in clothing, food, and general merchandise, ensuring efficient inventory flow and reducing stockouts by 20%.
- Implement customer engagement strategies that are driving a 15% increase in repeat purchases within six months.
- Coordinate supplier relationships and streamline procurement processes, cutting supply delays by 10% and improving product availability.

03/2021 – 04/2023
Lagos, Lagos State

Admin / Front Desk Officer Nwandos Signature Ltd

- Welcomed and attended to an average of 40+ clients and visitors daily, ensuring a professional first point of contact and improving customer satisfaction ratings by 20%.
- Organized and maintained office documents and staff records, creating a digital filing system that reduced retrieval time by 40%.
- Managed scheduling and coordinated internal meetings, resulting in improved team efficiency and timely project execution.
- Handled incoming calls, emails, and client inquiries, resolving issues promptly and reducing response time by 30%.
- Drafted and circulated internal memos and announcements, enhancing staff communication flow by 25%.
- Supported recruitment activities by coordinating interview schedules and documentation, contributing to timely hiring of qualified staff.

05/2018 – 04/2019
Ibadan, Oyo State

Computer Teacher Oba Abass Aleshinnloye Grammar School (NYSC)

- Designed and delivered basic computer science curriculum to 200+ students, leading to a 35% improvement in ICT exam pass rate.
- Introduced an attendance tracking system that reduced absenteeism by 10%.
- Mentored students on technology use, enhancing their digital literacy and research skills.

Skills

Productivity Tools:
Microsoft Word, Excel,
PowerPoint

Accounting Software:
Sage Evolution, Codes
Mobress

Database Management &
IT: Network technology,
data backups, system
uploads

Creative Tools: Graphic
Design



Proficiency

Communication

Customer Service Orientation

Organizational

Problem-Solving

Team Collaboration

Adaptability

Attention to Detail

Time Management

Interpersonal

Leadership

Front Desk & Office Administration

Customer Relationship Management

Document and Records Management

Staff Scheduling and Internal Communication

Classroom/Training Facilitation

Retail Operations & Inventory Oversight



Certificates

04/2019

Certificate of National Service (NYSC)
National Youth Service Corps



Education

10/2010 – 06/2017
Enugu, Enugu State

Computer Engineering | B.Eng.
Enugu State University of Science and Technology



References

Available upon request.