Oluwafunto Blessing Olonishuwa

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**PROFESSIONAL SUMMARY**

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A dependable and detail-oriented professional with over 7 years of experience delivering administrative services in the business and hospitality industries. Passionate about customer experience and process improvement. Skilled in effective business administration, communication, social media marketing, planning, and customer experience to boost returns on investment. Driven by a commitment to promoting diversity and equity in all endeavors. Excited to contribute my skills and enthusiasm to your team.

* Developed strategies for optimizing operations, leading to increased employee efficiency and record-high profits of 50%-350% in 3-to-12-month periods.
* Efficiently organized up to 6 company events and activities per year.
* Utilized MS Office applications (Word, Outlook, PowerPoint, Excel,)for various tasks, including report writing, presentations, data analysis, document management, and in-office correspondence.
* Handled multiple projects simultaneously with a high degree of accuracy.
* Interacted with customers professionally to address inquiries and resolve issues promptly, while ensuring a positive experience.
* Organized schedules, coordinated meetings, managed correspondence, and optimized office processes.
* Achieved project success through active participation in team discussions, shared ideas, supporting team members as needed, and promoting a positive team environment.
* Excellent oral and written communication skills in English.

**WORK EXPERIENCE page2image58862144**

**Student Consultant** May 2023 – Sept 2023

Cleannovation. Sussex, England

* Collaborated with team members to ensure efficient organization of project plans and activities, meetings, and deliverables, keeping the project on track and meeting weekly milestones/deadlines effectively.
* Ensured active participation and constructive dialogue in stakeholder meetings, showcasing adept interpersonal skills, and fostering positive relationships.
* Contributed substantively to developing and delivering an 8500-word report and PowerPoint presentation on brownfield and contaminated sites in the United Kingdom and Ireland in a 3-month period that exceeded client expectations through extensive research and data analysis, resulting in well-founded recommendations for prototype improvement.
* Won Best Team in MSc. Management for the consultancy project award,

**Administrative Officer** Dec 2017 – May 2022

TARICOL Investment Ltd. Abuja, Nigeria

* Skilled in overseeing business processes and vendor management- successfully organized company events with 20-60 attendees while ensuring optimal operations.
* Coordinated with the human resource department to ensure proper supervision of other administrative team members in daily operations to reduce employee turnover in the company.
* Scheduled appointments, greeted and directed visitors, and answered phone inquiries courteously and professionally.
* Coordinated online (Zoom and Google Meets) and in-person meetings reducing the gaps in communication which further led to fewer conflicts and better performance of teams.
* Maintained electronic and hard copy filing systems while ensuring clients' confidentiality, in-office mail, and memo distribution.

**Administrative Manager (Part-time)** July 2016 – April 2022

Shuwa's Bakeshop. Abuja, Nigeria

* Maintained high levels of food hygiene, cleanliness, and attention to detail and confirmed staff of 22 adhered to standard operating procedures (SOPs).
* Boosted profit on products and services by 40% in the first two years. Delivering food costing methods aiding the determination of the selling prices.
* Safeguarded the confidentiality and security of customer records within the electronic and hard copy filing systems while overseeing the organization, sorting, and distribution of incoming correspondence.
* Managed all communication, branding, social media (Instagram, Facebook, Twitter), and audio, which aided in understanding and anticipating customers' needs, leading to increased sales and customer retention; created offers to attract new customers.
* Saved on operational costs by streamlining facility management processes through the implementation of efficient inventory management with measures such as stock monitoring, analyzing sales data, and negotiating with vendors.

**EDUCATION**page2image58862144

**MSc. Management** 2023

University of Sussex, Brighton, United Kingdom | Business Analysis, Marketing, Research and Report Writing, Human Resources, Accounting, Leadership, etc.

**PGDip. Management** 2022

Ahmadu Bello University, Zaria, Nigeria | Marketing, Research, Accounting, Business Management, etc.

**BSc. International Relations and Diplomacy** 2016

Afe Babalola University, Ekiti, Nigeria

**CERTIFICATION**page2image58862144

**PMI-Business Analyst** In Progress

**VOLUNTEERING**page2image58862144

**Writer and Editor** March 2021 – March 2022

Taste Afriq Magazine for Chef Hub Africa

**Administrator** August 2021 – Present

Ayetoro Gbede Global Network