

# LOLADE .O. AKINGBADE

## C-SUITE ADMINISTRATOR

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### C-SUITE EXECUTIVE ASSISTANT AND ADMINISTRATOR

**Policy Formulation | Client Management | Executive Reporting | Process Improvement | Cross Functional Leadership**

#### CAREER OBJECTIVE

Seeking to leverage fast paced work ethics with proven Project Management, Client Engagement, Problem-solving and Analytical skills to develop effective strategic plans and objectives with a view to influencing business growth and profitability, and diversifying customer base.

#### CAREER SUMMARY

Professional Administrator with proven record of success in C Suite Executive Support, Administration, Project Management and Process Improvement across different industries. A tenacious and result-driven personality, with high creative thinking capacity, emotional intelligence, eye for detail, and ability to thrive in high-pressure situations.

#### Areas of Expertise/skills include:

- ✓ Strong Communication Skills
- ✓ Team Collaboration
- ✓ Strategic Planning
- ✓ Planning & Organizing
- ✓ Relationship Management
- ✓ Content Development
- ✓ Time Management
- ✓ Stakeholder Engagement
- ✓ Critical Reasoning
- ✓ Project Management
- ✓ Flexible & Adaptable
- ✓ Discreet & Ethical

## EXPERIENCE & NOTABLE CONTRIBUTIONS

### VIRTUAL INTERN | KPMG DATA ANALYTICS VIRTUAL INTERNSHIP | JUNE 2020 TILL DATE

*KPMG is a global network of professional services firms providing Audit, Tax and Advisory services.*

#### Learning Focus:

- Data Quality Analysis
- Analytical Dashboard Creation
- Data Analytics
- Customer Segmentation
- Data Driven Presentations
- Data Dashboards
- Data Visualization
- Presentations

### EXECUTIVE ASSISTANT TO THE MANAGING DIRECTOR/CHIEF EXECUTIVE OFFICER (MD/CEO) | DEOLA SAGOE LIMITED | OCTOBER 2018 TILL DATE

*DEOLA SAGOE LIMITED is a leading multi-award-winning fashion brand, involved in the manufacture and retail of premium high-end clothing.*

**Responsibilities**

- Acting as point of contact between the CEO and all internal and external communications.
- Efficiently managing all CEO's correspondences with a high degree of confidentiality and escalating to the CEO where necessary.
- Meticulous Diary Management that fully represents the interests and agenda of the CEO.
- Overseeing and managing Executive Management Budget to ensure expenses are kept within Budget.
- Managing extensive personal and business travels and creating comprehensive travel itinerary across all levels of Executive Management.
- Preparing all relevant documents and materials in preparation for all business and Board meetings.
- Managing high-profile publicity appearances.
- Duly representing the CEO in her absence or when liaising with external contacts.

**Special Projects**

- Assisting and supporting Design Team's marketing initiatives
- Managing all Vendor Consignment accounts including implementing a Vendor Performance Analysis System.
- Managing and coordinating the operational needs of the Executive Directors
- Collaborated in the edit and update of the Company Profile

**ONLINE CONTENT STRATEGIST [PART-TIME] | COACHE'SQUAD LTD, LAGOS | MAY 2018 – SEPTEMBER 2018**

*COACHE'SQUAD is a food and fitness company in Lagos that caters to fitness and weight loss goals and provides bespoke healthy meal plans to individuals and corporate bodies.*

**Responsibilities**

- Managed the business presence through blogs, Twitter, Instagram Facebook, and other online properties.
  - Created and distributed relevant and valuable content to attract, acquire, and engage target audience with the objective of driving direct and indirect profitable customer action.
  - Initiated conversation through Twitter, Instagram and Facebook postings.
  - Ensured quick response to comments, when appropriate, in order to foster a positive community and add value to the user's experience.
  - Provided analysis and recommendations as the social media channels evolved.
  - Increased the profitability of the company through team collaboration with various units; thus, improved services visibility to customers and increase in net revenue.
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**PERSONAL ASSISTANT TO THE CHIEF EXECUTIVE OFFICER (CEO) | FARA & ZARA PARTIES, LAGOS | JAN 2017 – APR 2018**

*Fara and Zara Parties is an events management company in the entertainment industry that caters to premium clients.*

**Responsibilities**

*Contributed to the business mission and performance, and served as the functional point person for the CEO's corporate, community, and personal matters which ensured smooth functioning of event activities and processes.*

- Successfully managed all CEO's correspondence and phone calls
- Managed all calendar and travel arrangements and represented the CEO at meetings
- Controlled internal and external access to the CEO
- Managed the company's database and filing system
- Acted as liaison between the CEO and other members of the management team
  
- Provided relevant information on the company's products and services to customers and used different channels to facilitate sales and close deals with customers
- Utilized effective problem solving and time management skills in client service operations and assisted in risk assessment and mitigation activities.
- Stayed in contact with clients and continuously explored consumer and shopper behaviour, which influenced purchase decisions
- Built positive and productive relationships with clients and made client calls to strengthen client relationship
- Cross-sold and upsold company's products to customers
- Attending to details to ensure that every event goes according to plan.
- Act as a middleman between company and vendors/distributors
- Negotiate price and get best deals for company.

**CUSTOMER RELATIONS OFFICER | GOLBEK RESOURCES LTD, LAGOS | DEC 2016 – JAN 2017**

*Golbek is an indigenous private security company which offers protection services to lives and properties of a wide range of clients in both public and private sectors. These services include: Escort services, Man guarding, Database Security, Special Reconnaissance, Access control, Bomb detection and CCTV among others*

**Responsibilities**

- Provided a fine-tune client and customer experience support, developed and maintained existing client relationships and helped to provide back office support which led to smooth day-to-day running of the business.
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- Maintained cordial relationships with new and existing clients; documented correspondence with clients for referential purposes
- Act as liaison between customer service and other departments
- Maintained high level of professionalism and competence in every client interaction
- Provided relevant information on the company's products and services to customers.
- Handle complaints provide solutions or escalate to the right department if necessary.

**CHEMISTRY TUTOR (NYSC) | OYAN HIGH SCHOOL, OSUN STATE | OCT 2015 – OCT 2016**

**PROFESSIONAL QUALIFICATIONS**

Project Management Professional (PMP) | PMI | 2016

Strategic Planning and Implementation | International School of Management (ISM), Lagos, Nigeria | 2020

Foundations of Business Strategy | University of Virginia | In view

**EDUCATION**

**BSc. (*hons*), Chemistry**

University of Ilorin, Kwara State | 2015

**SSCE**

Homat Pivotal College | 2009

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