

# **JOLAIYA GBEMISOLA RACHEL**

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## **WORK EXPERIENCE**

### **SAHLWORKS INTEGRATED LIMITED**

**Lagos, Nigeria**

*Operations Manager*

*March 2020 – Present*

- Analyzed current and past financial data, such as sales reports, and provided strategies to cut costs and increase revenue.
- Monitored material usage by staff.
- Managed fleet of trucks; including servicing, inspection and maintenance.
- Created and improved proposals for existing and new clients.
- Recruitment and hiring of staff.
- Managed expenses and disbursement of funds.
- Maintained accurate inventory of stock on a daily, weekly and monthly basis.
- Prepared budget and continually tracked expenses to ensure we hit revenue targets.
- Conferred with customers by email, chat or in person to provide information about products and services.
- Identified, resolved and escalated risks that may impact the business.
- Cultivated strong business relationships with customers and vendors to drive business development.
- Managed daily operations and financial transactions with customers.
- Monitored staff performance and provided necessary feedbacks to improve effectiveness.
- Oversaw budgeting, reporting and planning.
- Assisted in the maintenance, development and enhancement of the company's relationship with contractors in a bid to produce strategic partnership.

### **FOOD CONCEPTS PLC.**

**Lagos, Nigeria**

*Operations Shift Manager*

*November 2018 – February 2020*

- Consistently exceeded monthly sales budget by training team members on upselling techniques.
- Tracked expenses to ensure that revenue targets were met.
- Demonstrated customer service skills by actively resolving customers' issues, answering questions in a timely and professional manner.
- Successfully worked in a team with people of different cultures and backgrounds.
- Coordinated, managed and monitored the performance of the different departments in the restaurant

- Improved processes and policies in support of organizational goals.
- Ensured operations excellence and scored 85% in operations audit.
- Reduced variable costs through proper business planning and financial control

**MUSLIM COMMUNITY SECONDARY SCHOOL**

**Oyo, Nigeria**

*Subject Teacher (NYSC)*

*January 2018 – October 2018*

- Prepared, administered and graded tests, class works and assignments to evaluate students' progress.

**GENERAL HOSPITAL, BADAGRY**

**Lagos, Nigeria**

*Laboratory Scientist (Intern)*

*July 2016 – September 2016*

- Documented patients' files properly for easy access.
- Worked in a team and provided patients' diagnoses under strict time constraints.

**EDUCATION**

**Bowen University, Iwo**

**Osun, Nigeria**

B.Sc. Microbiology

September 2013 – June 2017

**University Demonstration Secondary School**

**Rivers, Nigeria**

Senior Secondary School Leaving Certificate (WAEC)

September 2007 – July 2013

**ADDITIONAL INFORMATION**

**Languages:** English, Yoruba

**Skills:**

- Strategic management
- Relationship management
- Leadership skills
- Decision making
- Negotiation
- Excellent communication
- Analytical and problem-solving skills.