

OLUWASOLA ESHO

Email: oluwasolaesho@gmail.com

Address Line 1: Palace road, Oniru Estate, Lagos

Phone Number: 07032352119

Address Line 2: Agbaje Street, Ketu Lagos

LinkedIn: www.linkedin.com/in/oluwasola-esho

PROFESSIONAL PROFILE

I am an enthusiastic person who enjoys being part as well as leading a successful business team, I am quick to grasp new ideas and develop innovations and creative solutions to problems. I am one who is able to motivate people to achieve targets. I am experienced in business analysis and people management. I love to work in an environment that encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately all for the betterment of the Organization

EDUCATION AND TRAINING

BOWEN UNIVERISTY, IWO, NIGERIA English (Second Class Upper Division, 2:1)	September 2014- September 2018
PWC Data-driven decision making	August 2021
COURSERA Project Network Business Analysis and Process Management	August 2021
Google Google Project Management	September 2021
Wharton, University of Pennsylvania Introduction to Operations Management	February 2021
Six Sigma Study Six Sigma Yellow Belt	September 2021
University of Pennsylvania Business Intelligence and Competitive Analysis	September 2021
SCRUMstudy-Accreditation Body for Scrum and Agile Scrum Fundamentals Certified	October 2021
University of Minnesota Human Resource Management	October 2021
University of Pennsylvania People Analytics	September 2021
KARFERRY LIMITED Customer Relationship Management	June 2019
Chartered Institute of Personnel Management CIPM	In view

PROFESSIONAL EXPERIENCE

BUSINESS OPERATIONS ANALYST: The Concept Group, Lagos Nigeria

September 2020- Date

Process Analysis

- Responsible for the development, monitoring and optimization of processes.
- Responsible for conducting regular analysis (competitive analysis, gap analysis, market research, cost-benefit analysis, root-cause analysis, etc.) as the business demands to identify threats and opportunities for the business.
- Constantly review customers' and stakeholders' feedback on operations processes in order to improve and optimize business processes.
- Responsible for creating and maintaining process documentation.
- Responsible for ERP management (product set-up, process mapping, role mapping, checklist set-up).
- Responsible for organizing and managing test cases development and performance of user acceptance testing.
- Responsible for designing and creating forms (application forms) as requested by product department.

Major Achievements

- Developed and Implemented 3 strategic/tactical actions leading to the improvement of operations across business units.
- Recommended and successfully managed till completion 3 business process automation projects.
- Constant exposure to learning new methods to optimize processes.

Card Operations

- Responsible for reviewing, analyzing and resolving chargeback issues
- Responsible for handling settlement issues
- Responsible for the execution of all card maintenance requests
- Responsible for the review of card charges to meet up with CBN policies
- Responsible for providing customer support to all issues regarding cards
- Responsible for liaising with card processors on card-related issues

Major Achievements

- Successful revival and completion of our credit card project.
- Successful conduct of UATs

Vendor Management

- Responsible for sourcing for all business operations vendors to meet business needs.
- Responsible for conducting interviews for prospective vendors and regular conduct of appraisals to keep vendors in check.
- Responsible for processing vendors' invoices for payment.
- Responsible for preparing SLAs and gathering signatories.
- Responsible for developing metrics to keep vendors in check and aid performance.
- General Vendor Management.

Major Achievements

- Successfully developing major strategies to increase KYC vendors' performance by 40%.
- Successfully sourcing for reliable and efficient vendors to meet business needs.
- Completely revamping the vendor process documentation.

Project Management

- Responsible for managing some of business operations projects (Credit cards, Process Automation, Collections and recovery strategy etc)
- Responsible for gathering and managing relevant stakeholders throughout the project phase

Major Achievement

- Commendable stakeholder management
- Reviving the credit card project which had been pending for 3 years (Currently in the implementation phase)

People and Operations Management

- Work closely with HR team to consistently monitor stakeholders to ensure effective utilization of their skills and time
- Assist with recruitment of business operations/business transformation staff
- Conduct and ensure comprehensive onboarding for new business operations/transformation staff
- Regularly create and conduct surveys to gather feedback on experience

Major Achievements

- Successfully worked on the operational job description and the key performance indicators for process owners
- Successfully created a more robust onboarding process document for the company

ADMINISTRATIVE ASSISTANT- Crystal Fountain International Oyo Nigeria September 2020

November 2019 –

- Oversee the schedule for the principal and manage booking for conference rooms and group workspaces
- Worked closely with the Head of Admin to facilitate recruitment and organize interviews
- Responsible for preparing offer letters, queries and processing resignation of staff
- Training of new administrative staff in office management procedures
- Maintained and improved databases of students and staff records, including updating information when necessary

Major Achievements

- Created a new process for creating awareness about the school and drawing the attention of potential parents.
- Ensuring an in-depth onboarding process for new staff.

SECRETARY- NYSC, Ogbomosho Sub-zone October 2019

December 2018-

- Maintained the schedule of the LGI (local government inspector)
- Kept accurate records of all corps members' details and documents
- Manage the office organization and general workflow
- Scheduled meetings for community development service (CDS) meetings
- Recorded, transcribed, and distributed minutes of meetings
- Maintained supplies of office equipment and ordered new stationery on a monthly basis

Major Achievements

- Created a better way to record and arrange corps members' files
- Received an award for the Best Corp Member

SKILLS AND TOOLS

- Six Sigma
- Process Analysis tools (Visio, Kissflow, Lucid charts)
- Asana
- Jira, Zoho
- Microsoft Office Suite
- Google Sheets and Doc

References would be provided on request