ATULA ANTHONIA OSIKWEMHE

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PROFESSIONAL SUMMARY

Results-oriented operations and client experience professional with experience across event venues, event studios, hospitality, and customer service. Experienced in coordinating daily operations, vendor and service-provider relationships, inventory and stock monitoring, operational readiness, client service, and financial reconciliation. Skilled in supporting procurement coordination, maintaining records, preparing operational and sales reports, resolving service issues, and working with teams to improve efficiency and service delivery.

CORE COMPETENCIES

Daily Operations Coordination • Vendor & Service Provider Management • Procurement Support & Supplier Coordination • Inventory & Stock Control • Operational Reporting & Record Keeping • Event & Studio Operations • Client Experience & Complaint Resolution • Budgeting, Cost Control & Cash Reconciliation • Team Coordination & Resource Allocation • Sales Follow-up & Deal Closing • Process Improvement • Microsoft Office & Desktop Publishing

PROFESSIONAL EXPERIENCE

Misan & Co. | Client Experience Manager ***May 2026 – Present***

- Coordinate day-to-day studio operations, ensuring the space is functional, organized, and ready for client activities and scheduled events.
- Manage client inquiries and follow-ups across the company's social media channels, guiding prospective clients through the booking process.
- Support sales conversion by maintaining client communication, nurturing leads, and closing bookings and service deals.
- Coordinate vendors and service providers on event requirements, decor execution, timelines, and service delivery.
- Monitor inventory availability, track studio materials and event items, and support timely replenishment to maintain operational readiness.
- Work with internal teams and external partners to resolve service issues and deliver a consistent client experience.
- Oversee client touchpoints from initial inquiry through event delivery, ensuring expectations and deliverables are clearly understood.

Selected achievements: Successfully coordinated and delivered multiple studio events. | Helped secure the company's first major deal.

Yard 158 Events Arena | Operations Manager ***2024 – April 2026***

- Managed daily venue operations, ensuring service standards, operational efficiency, and adherence to company procedures.
- Coordinated operational resources and worked with relevant teams to support smooth event execution and minimize downtime.
- Coordinated vendors and maintenance services to maintain facility readiness and timely resolution of operational needs.
- Supported budgeting, cost control, stock management, and the efficient use of venue resources.
- Monitored operational issues, addressed escalated client concerns, and implemented practical solutions to strengthen customer satisfaction.
- Conducted routine operational checks and coordinated maintenance to keep the venue prepared for scheduled activities.

Mega Chicken Restaurant | Account Cashier ***2018 – 2023***

- Managed daily cash transactions and financial records, maintaining accuracy and accountability in cash handling and reconciliation.
- Prepared sales and reconciliation reports for senior management to support financial monitoring and decision-making.
- Supported accounts payable and receivable documentation and maintained organized financial records.
- Assisted with training and mentoring junior staff on cash-handling and reconciliation procedures.

Al-Farouk Integrated Service, Gusau | Customer Service Representative ***2015 – 2016***

- Responded to customer inquiries and provided product and service information to support a positive customer experience.
- Supported customer engagement and sales through personalized recommendations and consistent follow-up.
- Managed digital customer interactions across social media platforms and contributed to brand visibility.

EDUCATION & CERTIFICATIONS

- B.Sc. (Ed.) Business Education (Honours) — Delta State University, Abraka | 2015
- Diploma in Desktop Publishing — Cypress Computer College, Edo | 2021
- Certification in Customer Service — Clariontech Training Service, Lagos | 2021
- Soft Skills Certification — Jobberman Nigeria | 2020