FOLAKEMI ESTHER OLANREWAJU

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PROFESSIONAL SUMMARY

Results-driven Administrative and Operations Professional with proven experience in business management, executive support, human resources administration, customer service, event coordination, research assistance, and office administration. Skilled at managing documentation, streamlining workflows, coordinating teams, and conducting market research. Proficient in Excel, Power BI, and SQL for operational reporting and business monitoring.

CORE COMPETENCIES

Executive & Operations Support: Calendar Management, Task Tracking, Office Administration | HR & Staff Management: Recruitment, Payroll Administration, Onboarding | Customer Service: Client Relations, Inquiry Handling, Issue Resolution | Event & Logistics: Event Coordination, Vendor & Client Management, Budgeting | Data & Technical: Microsoft Excel, Power BI, SQL, Data Entry, Google Workspace

PROFESSIONAL EXPERIENCE

Manager | Soft Aura **Feb 2026 – Present**

- Direct overall business operations, guide team performance, and optimize internal workflows to enhance organizational efficiency and productivity.
- Oversee human resources functions including recruitment, staff onboarding processes, and monthly payroll administration.
- Enforce administrative protocols, personnel tracking, and operational compliance to maintain precise management records.

HR & Administrative Manager | Dr Vigor **Jan 2025 – Jan 2026 (1 yr)**

- Managed human resources functions, including full-cycle recruitment, onboarding procedures, and monthly payroll administration.
- Oversaw day-to-day office operations, staff activities, and team performance, implementing streamlined processes to ensure optimal workflow.
- Supervised employee records, personnel files, and compliance reporting to guarantee high data accuracy for management review.
- Maintained inventory records, stock movement, product-in logs, and sales metrics utilizing Excel tracking systems.
- Addressed client inquiries and resolved operational issues promptly, upholding high service quality and customer satisfaction.

Virtual Assistant | SixtyOneFour Ltd. **Jan 2026 – May 2026**

- Delivered executive and administrative support including task tracking, schedule coordination, document drafting, and deadline management.
- Organized company-wide Google Drive repositories, improving data access and document retrieval.
- Conducted market and competitor research, synthesizing insights into structured executive presentations.

Founder & Event Coordinator | Event Decoration Business **Jan 2023 – Present**

- Successfully planned and executed over 20 corporate and social events from inception to final logistics delivery.
- Managed event budgets with cost-efficiency controls, achieving high client satisfaction and repeat bookings.
- Maintained financial reporting, invoicing, and expense-tracking spreadsheets using Excel.

Research Assistant (NYSC) | Forestry Research Institute of Nigeria **Nov 2023 – Oct 2024**

- Maintained research records, organized institutional archives, and streamlined data-entry workflows.
- Coordinated logistics and administration for institutional training programs, seminars, and stakeholder workshops.

Administrative Assistant | Oluwatobi Store **Jan 2022 – Jan 2025**

- Managed daily office routines, store correspondence, filing systems, and accurate tracking of inventory and sales records.

Customer Service Representative | Adekemi Complex **1 year**

- Assisted customers with inquiries and service requests, providing courteous and timely support.
- Helped resolve customer concerns and supported a positive customer experience.

Event Hostess | Melvin Events **Jan 2022 – Dec 2024**

- Coordinated guest logistics and event flow for 40+ large-scale events, managing guest registries for up to 500 attendees per event.

Research Intern | University of Ibadan Teaching & Research Farm **Mar 2021 – Sep 2021**

- Collected agronomic experimental data, assisted in field management, and contributed to technical research summaries.

EDUCATION & CERTIFICATIONS

MSc, Crop Physiology – University of Ibadan (2025)

Bachelor of Agriculture (Agronomy) – University of Ibadan (2017 – 2023)

Certifications: Data Analysis Certification (2025) | ALX Virtual Assistant Certification (2024)

CONFERENCE PAPERS & PUBLICATIONS

- Agroforestry in Urban Settings: Approach to Sustainable Development and Livelihood
- Sustainable Food Production: Key to Sustainable Development
- Effect of Fuel Subsidy Removal on Agricultural Production and Agro-Allied Industries: Potentials of Bioenergy in Alleviating the Effect
- Impacts of Climate Variability on Crop Yield in Southwestern Nigeria (2021)