


Michael Olaniyi

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PROFESSIONAL SUMMARY

Successful Administrative Assistant with vast knowledge of administrative processes and activities, administrative professional with progressive expertise in human resources, a craft worker with good knowledge of Microsoft Word, Excel, PowerPoints and other office tools, a fast learner, a proficient computer solution provider with years of experience in effective coordination and supervision of over 10 workers, who won The Staff of the Year Awards for 4 times in 7 years

EXPERIENCE

Administrative Assistant, Contact Center, Front Desk - SBA GROUP, May 2022 - Current, Lagos Nigeria

- Assist HR/Admin manager in all administrative duties, setting up interviews and conference hall for meetings.
- Played a meaningful role in our employee experience journey, creating and maintaining a welcoming, amenity-rich, and innovative environment.
- Oversaw operational needs including kitchen and office inventory, space planning, security, maintenance, and deliveries—with an eye toward automation and predictability.
- Distribute company-wide announcements and plan company events and outings, both small and large scale.
- Ensure all visitors and callers are greeted and routed efficiently and professionally.
- Oversaw the overall daily running of the office building.
- Assist managers to process fillings, printing, Word Processing etc.
- Collect mails and all forms of delivery on behave of the company.
- Oversaw Contact Center daily activities.
- Receive phone calls and respond to mail.
- Record all visitors' logs and direct them to the appropriate channels.

Senior Administrator - LOVEWORLD INCORPORATED, CE Environs 2 Group - June 2012 - April 2022

- Senior Administrator and Sub-group Secretary.
- Organize all subgroup conferences.
- Provide organizational and administrative support for a growing office of over 20 employees.
- Procure and manage facilities services and vendors.
- Maintain all office supplies, equipment, and food and beverage offerings.
- Mobilize all categories of stakeholders and members for meetings.
- Writing and publishing weekly and monthly reports to stakeholders.
- Monthly mailing of individual partner's account statements.
- Daily Coordination of all office activities and contact centre.

EDUCATION

Bachelors Of Science, Entrepreneurial And Business Management
National Open University Of Nigeria

2018

CERTIFICATION

Diploma In Human Resources (HR) Alison	2022
Diploma In Customer Service - Revised 2017 Alison	2022
Administrative Support Certification Alison	2022
Understanding Product Management Alison	2022

SKILLS

Office Management	Word Processing	Good customer Relations
File Organization	Report writing	Time management
Problem-Solving skill	Computer Solution Provider	Great Team Player
Fast Learner		