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# OLUWAPELUMI AJALA

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Ketu Alapere ♦ 08137054437 ♦ ajalapelumi12@gmail.com

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## PROFESSIONAL SUMMARY

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Dedicated Customer Service Officer with experience in restaurant management, inventory management and customer service. Friendly and hardworking communicator with proven success analysing operations to improve efficiency and quality of service. Develops comprehensive business plans to promote profitable sales. Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development.

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## SKILLS

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- Client communication
- Public Speaking
- Excellent interpersonal skills
- Reporting and documentation
- Microsoft office tools
- Team leadership
- Client Relationships
- Team management
- Customer service
- Inventory control and record keeping
- Employee management
- Food preparation and safety
- Passion for customer satisfaction
- Eye for detail
- Team development

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## WORK HISTORY

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**Restaurant supervisor**, 05/2022 - Current

**Roots Foods Ltd**

- Quickly identified problem situations, skilfully resolving incidents to maintain satisfaction of involved parties.
- Encouraged feedback from restaurant customers, using insights to implement positive process changes.
- Delivered in-depth training to customer-facing staff, promoting strong service performance.
- Effectively managed payroll and HR processes, including paperwork completion for new hires and terminations.
- Ensured exceptional health and safety standards by closely monitoring restaurant operations.

- Recruited and trained new employees, offering ongoing support and guidance to maintain first-class customer service.

**Health Care Assistant, 01/2022 - 05/2022**

**FBCK Clinic - Lagos, Nigeria**

- Vigilantly monitored changes in physical and mental health, reporting deterioration to senior carers for urgent attention.
- Met with patients and families to discuss care plan adaptations, seeking continual improvement.
- Safely escorted patients during medical appointments and hospital visits.
- Completed care documentation and monitored patient progress to achieve up-to-date records.

**Assistant Restaurant Manager, 10/2020 - 12/2021**

**FOOD CONCEPT PLC**

- To manage shift operations To maintain the highest possible standards of customer service, product quality and restaurant cleanliness
- To ensure regulation of costs and the maximization of sales and profitability
- To provide direction to both staff and management team
- To attend to all customers related issues.
- Optimised customer experience by implementing exemplary service standards.
- Ensured high performance standards through regular staff training.
- Delivered in-depth training to customer-facing staff, promoting strong service performance.

**Client Manager, 09/2019 - 10/2020**

**LOKSI BLUE-HIVE EDUCATIONAL CONSULTING LTD - LAGOS**

- Represent the interest of Client University and ensure that the desired results are achieved
- Manage the work group for assigned University including
  - o Assistant Client Managers
  - o University Liaison Officer(s)
  - o Tele-Counselors/Candidate Managers
 Ensure that work schedules are performed Prompt and detailed Reporting
  - o Internal
  - o External
 Liaise with key process holders to ensure prompt support for Client's team
  - o Content Development Team
  - o Data Aggregation Team
 Address client's concerns in a timely manner

**Class Teacher, 08/2018 - 07/2019**

**National Youth Service Corp, NYSC, Cross River State, Government Secondary School Akansoko, State - Cross River**

- Plan, prepare and deliver instructional activities
- Create positive educational climate for students to learn in

- Meet course and school-wide student performance goals
- Participate in ongoing training sessions
- Create lesson plans and modify accordingly throughout the year
- Read and stay abreast of current topics in education
- Create lesson plans.

07/2016 - 02/2017

### **IPI POWER TECH NIGERIA**

- Maintenance of Network Mast or Tower
- Maintenance of 17KW or 20KW generator
- Maintenance of Network site equipment
- CERTIFICATION

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## EDUCATION

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**Higher National Diploma:** Electrical Electronics Engineering (Power and Machine, 2017

**Lagos State Polytechnic** - Lagos, Nigeria

**Diploma:** Electrical Electronics Engineering, 2013

**Lagos State Polytechnic** - Lagos, Nigeria