

AKINSOLA AJIBOLA OLAWUNMI

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PROFESSIONAL SUMMARY

Efficient and detail-oriented professional with hands-on experience in customer service, administrative support, and human resource coordination. Proven track record working both remotely and on-site to manage client communications, support recruitment processes, and organize internal systems. Adept at using digital tools to streamline tasks and maintain strong working relationships. Committed to delivering excellent service, supporting team productivity, and contributing to positive work environments.

KEY SKILLS

- Remote Communication & Collaboration
 - Calendar & Email Management
 - Client Relations & Customer Support
 - Digital Record Keeping & Data Entry
 - Time Management & Multitasking
 - Online Research & Report Preparation
 - Conflict Resolution & Problem Solving
 - Confidentiality & Professionalism
 - Written & Verbal Communication
 - Recruitment & Onboarding Support
 - Talent Acquisition
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PROFESSIONAL EXPERIENCE

Human Resources Officer

My Health Integral – Remote

June 2025 – Present

- Manage end-to-end recruitment processes, including job posting, screening, interviews, and selection for key roles.
- Support employee onboarding and orientation, ensuring smooth integration into company culture and processes.
- Assist in implementing HR policies in line with labor laws and organizational goals.
- Collaboration with the team lead in tracking performance, supporting employee engagement, and addressing HR-related issues.

Virtual Assistant

Freelance

June 2025 – Present

- Managed calendars, email inboxes, and travel arrangements for international clients.
- Handled customer support inquiries via email and live chat, improving satisfaction ratings.
- Conducted online research, prepared reports, and created SOPs for recurring tasks.
- Used Trello and Notion for task tracking and project coordination.

Virtual Assistant & Customer Support Specialist

Babymigo – Remote

Jan 2024 – Apr 2025

- Delivered high-quality customer support via email and social media, resolving queries and complaints with a 95% satisfaction rate.
- Managed scheduling tasks, meeting invites, and calendar coordination for internal teams using Google Calendar and Zoom.
- Maintained customer engagement records in digital databases (Google Sheets/CRM), ensuring real-time updates and data accuracy.
- Supported remote reporting by preparing weekly performance reports for the customer

success team.

- Collaborated with a fully remote team across different time zones using Slack and Trello.

Administrative & HR Support Assistant

Ministry of Women Affairs and Child Development – Remote & Hybrid

Nov 2022 – Oct 2023

- Coordinated online interviews, screened candidates' CVs, and tracked recruitment progress via Google Forms and Sheets.
- Maintained digital HR records using Google Drive, ensuring confidentiality and organized remote file access.
- Drafted internal communications, onboarding documents, and policy briefs in Word and Google Docs.
- Scheduled remote meetings, managed emails, and tracked correspondence for senior leadership.
- Provided virtual support to internal staff and partners through email and phone communication.

Administrative Assistant

Private Health Facility – Remote/Onsite

Feb 2021 – Aug 2022

- Managed digital patient files and updated databases remotely while ensuring compliance with health data protection standards.
- Responded to client inquiries via phone and email, supporting service continuity during remote operations.
- Created and sent invoices electronically, tracked billing issues, and followed up on outstanding payments.
- Supported remote coordination of appointments and digital calendar management for medical professionals.

Online Subject Instructor & Virtual Office Assistant

Private Educational Institution – Remote/Onsite

Apr 2019 – Dec 2020

- Delivered virtual lessons using Google Meet and WhatsApp, adapting to online learning environments during hybrid sessions.
 - Managed academic recordkeeping in spreadsheets and maintained communication with parents and school staff via email.
 - Balanced teaching with virtual administrative tasks, including attendance tracking and schedule coordination.
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EDUCATION

Olabisi Onabanjo University

B.Sc. Health Education: 2nd Class Hons. Upper
2017 – 2022

Folarin Dalley International College

- *West African Examination Council (WAEC)*
- *National Examination Council (NECO)*

2011 – 2017

PROFESSIONAL CERTIFICATIONS

- Virtual Assistance Skills – ALX Africa (2025)
 - Human Resources Management – Career Hub Official (2025)
 - Customer Service Foundation – LinkedIn Learning (2025)
 - Digital Skills: Remote Work – Google (2025)
 - Customer Service Skills Training – Alison (2024)
 - Administrative Support – Alison (2023)
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TECHNICAL TOOLS

- Communication & Remote Work: Slack, Zoom, Google Meet, Microsoft Teams

- Office Suites: Google Workspace (Docs, Sheets, Drive, Gmail, Calendar), Microsoft Office (Word, Excel, Outlook)
 - Task & Project Management: Trello, Notion, Click-Up
 - Customer Service Tools: Freshdesk (or similar), Gmail, WhatsApp for Business
 - Scheduling Tools: Google Calendar, Calendly
 - Others: Canva (for simple designs), Grammarly (for writing clarity)
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PASSIONS

- Supporting teams and clients through organized, efficient systems
 - Lifelong learning and professional development in good work environments
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REFERENCES

Available upon request.