Kolawole Lawal

I develop, implement, deploy and maintain cost-effective software solutions to enterprise-scale problems.

Ibadan

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A highly motivated individual willing and capable of seamlessly honing and integrating relevant set of technical and soft skills to leverage and exploit opportunities in dynamic situations in order to achieve organisational business and operational goals.

Willing to relocate: Anywhere

Personal Details

Currently Employed: No
Date of Birth: 2000-01-11
Highest Level of Education: Master's
Industry: Administrative Assistance, Analytics, Business Operations, Customer Service, Hospitality & Tourism, IT Operations & Helpdesk, Information Design & Documentation, Information Technology, Management, Project Management, Quality Assurance, Software Development
NYSC Status: Completed

Work Experience

NIGHT SUPERVISOR AND AUDITOR

BRAVA HOTEL-Ibadan

September 2024 to Present

1. I developed and maintained standards to maximize guest satisfaction.

2. I reviewed and ensured compliance with company standards among staff of the night shift.

3. I reviewed sales report from the hotel's point of sales departments (laundry, rooms, food and beverage).

4. I collated sales report from the hotel's point of sales departments (as listed above)

5. I developed a spreadsheet (and used spreadsheet formulas for automated calculations) that will be maintained subsequently by trained personnel to render a summary report on daily revenue for management consumption.

6. I developed a database for the hotel's front desk consumption to manage inhouse guests and their transaction within the hotel.

7. I developed a web application using Streamlit (a Python module) that receives input from the front desk officer/hotel receptionist on the front end and connects at the back end to the hotel's database for storing guests' information and transaction.

8. I automated the steps of loading of the web app using BASH shell script so that instead of the complex steps required to load the web app, the user just clicks a button on the desktop screen.

9. I trained the staff on using the web application I created.

10. I hosted my web application on GitHub to capture version changes and future maintenance in Git commits.

11. I maintained and added functionalities via very descriptive git commits from VSCode on my local device.

12. Find the link to my repo here(https://github.com/Kola9INE/guest_entry.git)

Data Extractor - Selenium (Volunteer)

Ampac Business Capital-California

January 2024 to March 2024

1. Inspecting web sources given by the volunteer manager.

2. Relating to volunteer manager via established channels of communication (Google Teams) and Microsoft Outlook on issues that may compound project delivery.

3. Building Python scripts that uses the Selenium Framework to automate and extract required data from given web sources.

4. Cleaning extracted data to ensure data quality.

5. Organising extracted data into required format.

6. Ensuring project fulfills client's (volunteer manager) Definition -of-Done.

7. Submitting project deliverables via established channels of communication before the agreed deadline to ensure and facilitate trust.

Night auditor / Front desk officer

Dover Hotels-Lagos

April 2022 to March 2024

1. Alongside my front desk duties, I handle night shifts.

2. Confirm guests reservations, check in cash and corporate guests using Hotel Pro (v. 6).

3. Clock in guests' keys using the Orbita door software technology.

4. Prepare front desk reports towards the next day for various departments to maintain synergy among departments.

5. Audit shifts to ensure processes are properly done, thereby ensuring processes conform to company's standard of quality.

6. Prepare financial reports for relevant bodies to ensure proper monitoring of company's financial status.

7. Perform necessary billing process before performing the End of Day with the Hotel Pro software.

8. Note major and minor non compliance as well as observations and then taking corrective action to maintain consistency and reduce variations in process.

Data Analyst (Internship)

KPMG (Forage)-Remote

September 2023 to November 2023

1. Inspecting received dataset from simulated client for data quality issues.

2. Relating findings and possible suggestions to simulated client via pre-established channel of communication on ways and measures to ensure data quality and integrity.

3. Cleaning dataset for analysis; segmenting data elements; feature engineering with Power Query and DAX.

4. Communicating related findings or insights from analysis via informative dashboards and notes with Power BI to stakeholders.

Front Desk Officer

Dover Hotels-Lagos

March 2022 to August 2022

1. Greet and welcome guests in a friendly and polite manner to portray professionalism and quality.

2. Monitor guests' check in and check out with the Orbita door software program to ensure security.

3. Using Hotel Pro (v. 6) to process hotel data into useful info thereby ensuring a smooth running process at departmental level.

4. Check in guests, billing, guests, check our guests, monitor guests consumption, using Hotel Pro (v. 6).

5. Helping with guests luggage when necessary.

6. Schedule use of hotel facilities among reservations made by corporate and cash guests.

7. Attend to guests complaints promptly to reduce lead time and increase quality.

8. Translate guests concerns into VOCs and then to CTQs to ensure quality and improve personalized guest service, thereby maximizing quality guest experience.

Front desk officer
Global Village Hotel and Suites-Ado-Ekiti
October 2021 to February 2022

1. Welcoming prospective and returning guests via phone calls, emails, social media and physically.

2. Attending to guests according to their types; VIP, long stay, regular, function and complimentary to suit their distinct needs.

3. Recording reservations and booking made by guests.

4. Entering check-in and check-out guests into hotel's database.

5. Process billings for function guests on the hotel's database.

6. Receiving guest's requests and relating issues to appropriate departments using the intercom.

7. Employing certain techniques like the Kanban to ensure absolute solution to guest's requests and lesser amount of WIPs as related to guest's requests.

8. Ensuring proper record of transactions made by guests at front desk.

9. Ensuring proper record of various departments' end-of-shift sales.

10. Updating hotel's database with recent guests activities.

11. Circulating information across staff via memos, physical conversation, emails and phone calls; and across guests via phone calls, emails and one-on-one conversation.

12. Capturing VOCs via monthly routine surveys, email responses/requests from guests/staff and physical responses/requests from guests/staff to develop CTQs for the constant improvement of guest and staff related processes.

Freelance Writer
Quillab LTD-Lagos
May 2021 to December 2021

1. Productive interpersonal relationship with team members to produce value to national and international clients.

2. Working with relevant tools like Slack, Google docs, Google Teams etc to produce value with international and national clients.

3. Ensuring service meets the team's conventional Definition-of-Done before releasing it to client to maintain value.

4. Productive relationship with team mate to resolve customers' change requests.

5. Healthy relationship with team lead.

Front desk officer / assistant admin officer
FCT-NG
August 2019 to April 2021

1. Welcoming prospective and returning customers to the institution.

2. Resolving customers' issues.

3. Subordinate to superior relationship with the Head, Admin department.

4. Maintaining subordinate to superior relationship with Head, Admin department.

5. Receiving and confirming ordered stocks from contacted vendors.

6. Tendering customers' issues to relevant authorities.

7. Warehouse and inventory management.

8. Recording events of near-misses and tendering to relevant authority.

9. Placing calls across various department under the order of the Head, Admin.

10. Filing documents.

11. Minute taking at meetings.

12. Assisting with other administrative duties.

Education

M.A. (In View) in Computational Linguistics

University of Ibadan - Ibadan

September 2024 to Present

Bachelors Degree in English Language and Literature

Tai Solarin University of Education - Ijebu-Ode

November 2014 to September 2018

Skills

- Customer service (4 years)
- Customer Segmentation (2 years)
- Data Extraction (Selenium) (1 year)
- Data Visualization (Less than 1 year)
- Data Cleaning and Analysis (Less than 1 year)
- STREAMLIT DEVELOPER (1 year)
- MYSQL DATABASE ADMINISTRATOR (1 year)
- PYTHON SOFTWARE DEVELOPER (1 year)

Links

https://www.catchafire.org/impact/match/3623721/ampac-business-capital--data-collection-plan/?utm_campaign=VolunteerManager-Rate-Project&utm_source=sendgrid&utm_medium=email

https://www.github.com/Kola9INE

https://www.linkedin.com/in/lawal-kolawole-3b26a21a9

Awards

APPRECIATION OF VOLUNTEERSHIP

March 2024

See the link below:

https://www.catchafire.org/impact/match/3623721/ampac-business-capital--data-collection-plan/?utm_campaign=VolunteerManager-Rate-Project&utm_source=sendgrid&utm_medium=email