

# BABALOLA, ALICE OLUWABUKOLA

401A Omofade Crescent, Omole phase 1 Ojodu Berger, Lagos State.

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## SUMMARY

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I am a seasoned program and project manager with competencies to effectively manage time, people and resources as a result I have experience in leadership, management and operations of running an organization with people of like minds. I seek a challenging role where I can utilize the skills, knowledge and experience gathered over the years to achieve the vision and mission of your organization while acquiring new ones.

I have strong communication skills, with capacity to collaborate with all degrees of the executives, a characteristic cooperative person, and keen on ability to interact with all levels of management, a natural team player, and keen on delivering top-notch service with quantifiable outcome.

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## PROFESSIONAL COMPETENCY

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- Creativity with some excellent problem-solving skills.
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Ability to use GANTT chart to coordinate activities in a timely and budget friendly manner.
- Reporting and Presentation skills
- An attentive listener, always patient to solve customers' enquiry and complaints.
- Resourceful, flexible, and innovative in a demanding work environment
- Proficiency in current project management tools like Jira, Trello etc.
- Deliver tasks with high precision and in detailed manner.
- High level of attention to details.
- Excellent interpersonal skill with strong verbal and written communication skill.
- High level of Organizational skill and Leadership ability, gained through volunteering experience.
- I work effectively in a team with great contributions and commitments.

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## CAREER SUMMARY

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**Ornaments of Grace and Virtue (Non-Governmental Organization)**

2021 – 2022

**Post Held:** Programme Manager/Operations Officer

**Responsibilities:**

- Draw up budget, planning and organizing programs for the organization.
- Develop reports on ongoing programs and submit to management and coordinate daily schedules.
- Teach and facilitate training for girls in secondary schools through mentorship and counseling.
- Hiring and training volunteers and staff for various positions within the organization
- Coordinating activities of volunteers on the field depending on the project being executed.
- Allocate resources and supplies to ensure volunteers complete their responsibilities.
- Support and connect with other NGOs/Attend meetings and programs
- Draw up a work schedule for the week/keep a record of inventories
- Carry out necessary registrations as at when due and dispatching of letters
- Manage and coordinate office operations.

- Participates in designing and development of bursary, scholarship plan, training modules, filing, reporting and documentation.
- Setting up appointments and scheduling meetings

### **InsideOjodu Media (Online)**

2018 – till Present

**Post Held:** Reporter/Presenter

#### **Responsibilities:**

- Reporting happenings in Ojodu communities and its environment
- Writing, Rewriting, Editing and Publishing new stories on the news site.
- Conducting Personality Interviews and creating Vox pop topics and content for the onlineTv.
- Creating Documentary (research, scripting and voiceover) for the online Tv.

### **NatnudO Foods (National Youth Service)**

2019 –2020

**Post Held:** Activation/Marketing Representative  
Customer Satisfaction Representative

#### **Responsibilities:**

- Creating awareness for the brand visibility of the company with outdoor and indoor activation.
- Calling customer on the status of their products such as product delivery, packaging, product ordering or any other related issues with the products.
- Calling the customers on survey for price review and other research.
- Receiving calls from customers on enquiry of product availability, types/specs, location on where the product can be purchased and confirming the status of their products.
- Receiving calls on complaints and observation of product and sales personnel.
- Organizing trainings among the team every week to keep up to date with how to deliver effective customer service.
- Worked with a team to build content for the new website created for customers to order product online.

### **Lagos State Command (Emergency help line)**

2015

Consol Nigeria Limited

**Post Held:** Call centre agent

#### **Responsibilities:**

- Handling of distress calls from society.
- Escalate emergency cases through customer relationship management (CRM).

### **Top Radio &Traffic Radio**

2017- 2018

**Post held:** Radio Presenter (On Security 247)

#### **Responsibilities:**

- Co-host on Security 24/7, a Saturday show targeted at teaching children and teenagers on how to be security conscious.

### **Sofan Estal Industry Ltd (Human hair extension)**

2015 - 2016

**Post Held:** Account Clerk and Operations Officer

#### **Responsibilities:**

- Draw up budget and salary schedule for staff members and casual workers.
- Coordinate daily operations of production in the organization from the factory workers to the store keeper until the goods get to the marketers for delivery.
- Monitor sales and customers in market for satisfactory sales.
- Prepare weekly report of sales, workers performance and attendance.

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## VOLUNTEERING EXPERIENCE

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**Dean Initiative (Project Coordinator)** 2021 – till date

**Duties:** Teaching at School Hygiene Education Training Program

Coordinating and supervising the distribution of volunteers to various location during the campaign on community sensitization of PVC registration and voting

Coordinate and manage volunteers' activities during the campaign on community sensitization of PVC registration and voting

**African Clean Up Initiative (Volunteer)** 2019 – till date

**Duties:** Clean up environment and educating the public on the need for recycling and safe environment.

**Lagos Food Bank Initiative (Volunteer)** 2018 – till date

**Duties:** Distribution of food stuffs to rural communities in Lagos, last Friday of every month.

**Make A Move Initiative (Founder & Programs coordinator)** 2017 – till date

**Duties:** Recruiting and managing activities of volunteers

Coordinating Team Leads across 7 States

Sourcing for Sponsors and Partners

Funding Raising

**Project Revamp Africa (Volunteer)** 2017 – till date

**Duties:** Facilitator and mentor students secondary school

Helping to sort out some admin works at the office during my free hours

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## TRAINING AND DEVELOPMENT

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|---|---------|
| • Agile project management certification                                  | In View |
| • Web Development Training  | In View |
| • Diploma in Project Management   | 2022    |
| • Certified Coach with Strength Factory Organization                      | 2022    |
| • Leadership and Entrepreneurship Development<br>(White Field Foundation) | 2022    |
| • Leadership and Entrepreneurship Development<br>(African ChangeMaker)    | 2020    |
| • Public Speaking Training  | 2020    |
| • Diplomatic Trainings (IYDC 2019 in Ghana)                               | 2019    |
| • Project Management Training at Agile P3                                 | 2018    |

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## QUALIFICATIONS AND AWARDS WITH DATE

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### Qualifications

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|-------------------------------|------|
| • Public Speaking Certificate | 2020 |
| • Upper Credit (HND)          | 2018 |
| • Upper Credit( ND)           | 2015 |
| • IJMB (A' level)             | 2009 |

### Awards

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| • Outstanding Volunteer                   | 2019 |
| • Most Supportive Foundation              | 2019 |
| • Best Student in Features Writing (2015) | 2018 |
| • Most Intelligent Students               | 2017 |

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## EDUCATION

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**NIGERIAN INSTITUTE OF JOURNALISM (NIJ) LAGOS STATE** 2016 - 2018

- Higher National Diploma, Broadcast Journalism

**NIGERIAN INSTITUTE OF JOURNALISM (NIJ) LAGOS STATE** 2013 - 2015

- National Diploma, Mass Communication

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## REFERENCE

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Available on Request