

AKANJI, FOLUKE OLABISI

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Summary

- 3+ years of experience, seamlessly managing recruitment, training programs, and placement processes, converting leads to learners and learners to employees.
- Proficient in using virtual communication tools, Microsoft Office Suite, and Google Workspace.

Skills

- Growth mindset
- People management
- Strong organizational skills
- Strong administrative skills
- Excellent communication skills

Experience

Operations Manager Jan 2023 - Current

Certa Support Limited - Lagos, Nigeria

- Managed the recruitment, training, and placement processes efficiently, increasing client and staff base by 30%.
- Embraced professionalism and managed client-staff relationships by being objective, resulting in 95% client satisfaction and staff retention.

Training Manager Jan 2021 - Jan 2023

Certa Support Limited - Lagos, Nigeria

- Trained 50+ students in personal and child development courses, and influenced a positive mindset about the nanny job as a profession
- Developed 5 supplementary courses to enhance the curriculum, created a good transition in the course schedule, and ensured that training materials remained current to address evolving training needs.

Sales Associate Feb 2018 - Mar 2020

Mark Carlthurs Consulting - Gbagada, Lagos

- Organized racks and shelves to maintain store visual appeal and increase sales
- Engaged with customers to build rapport and promote specific merchandise

Education

BSc Psychology University of Ibadan - Oyo state, Nigeria	Mar 2011 - Sept 2016
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Certificates

CIPM in View

Data Analytics Course Certificate of Completion by Side Hustle	Mar 2023
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Virtual Assistant Programme Certificate of Completion by ALX	Sept 2022
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Develop Your Emotional Intelligence A certificate course in EI by Alison	Jun 2022
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Diploma in Customer Service Scholars Industrial Information Technology	Sept 2015
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