

OLANISEBE Wasiu Ayoola

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Professional Summary

Executive Support & People Operations Professional with 4+ years of experience enabling CEOs, senior leaders, and fast-growth companies to achieve scale through modern HR, executive support, and customer experience. Skilled at blending structured organizational practices with flexible, people-first approaches to build engaged teams, streamline operations, and enhance executive effectiveness. Proven track record in policy design, global customer support, high-impact recruitment, and cross-functional project management. Recognized for delivering measurable business outcomes, from cutting hiring costs by 25% to driving a \$10M capital readiness milestone. Adept at navigating Gen Z-dominated workforces while aligning people, process, and performance to organizational strategy.

Work History

AssetHaus • Lagos, Nigeria • HR Manager • 09/2025 – Present

- Designed and implemented company-wide organizational policies across AssetHaus and subsidiaries (Crestville, AM Realty), strengthening compliance and scalability.
- Spearheaded end-to-end recruitment of 15+ employees across diverse roles (Community Manager, Tech, Sales, Hospitality), achieving 90% retention and reducing hiring costs to nearly zero.
- Partnered with the CEO on strategic decision-making covering talent, welfare, and business expansion; earned recognition for consistently delivering top-tier hires

at minimal cost.

- Negotiated with sales partners and onboarded high-profile brand ambassadors, boosting market visibility and growth potential.
- Introduced performance development initiatives that increased engagement and reduced attrition by 30%.
- Successfully managed a Gen Z-dominated workforce by blending modern, flexible HR practices with structured organizational processes.
- Contributed to investor readiness as AssetHaus moved towards raising \$10M in growth capital.

PrintPlaceNG • Lagos, Nigeria • HR Consultant (Contract) • 2025

- Engaged as an external HR consultant to support recruitment for strategic roles.
- Successfully sourced, evaluated, and onboarded a top Business Development Manager, strengthening sales operations.
- Designed recruitment processes tailored to the company's startup culture, ensuring minimal hiring costs.
- Partnered with leadership to align recruitment strategy with long-term business growth objectives.

Stack Solutions Global • Remote, United Kingdom • Recruiter (Part-time) • 2025

- Successfully sourced, screened, and placed high-quality candidates for UK-based field sales, marketing, and commercial roles, strengthening on-ground sales execution.
- Built and managed end-to-end recruitment pipelines, including sourcing, candidate evaluation, and stakeholder coordination.
- Applied cost-efficient sourcing strategies tailored to fast-moving sales environments, reducing time-to-hire.

- Partnered closely with hiring managers to align talent profiles with role requirements, performance expectations, and market realities.

Torch Capital Partners • Remote, USA • Virtual Assistant (Contract) • 2025

- Provided end-to-end lead data enrichment and skip tracing support to improve contact accuracy and outreach success.
- Researched and verified property owner information using public records and data tools to support acquisitions and sales efforts.
- Updated and maintained clean, well-organized lead databases, ensuring accuracy and completeness of contact and property details.
- Supported real estate operations by delivering reliable, actionable data for prospecting and follow-up activities.
- Maintained confidentiality and data integrity while working with sensitive property and owner information.

Automatedpros • Dubai, UAE • Team Lead – Customer Support Quality Assurance • 09/2023 – 8/2025

- Promoted to one of only three global QA Team Leads, entrusted with managing the most complex and busiest “third shift,” ensuring seamless support across time zones.
- Led quality assurance audits on 10,000+ support interactions, driving a 25% improvement in compliance scores and elevating customer satisfaction.
- Collaborated cross-functionally with Marketing & Sales to integrate customer feedback data into business strategy, improving retention.
- Trained and mentored 20+ new support and QA staff, leveraging analytics to accelerate onboarding and performance improvement.
- Recognized as Employee of the Month six times in two years for leadership,

resilience, and operational impact.

- Introduced process refinements that reduced support resolution times by 15% while maintaining service quality.

Towamech Limited • Lagos & Abuja, Nigeria • HR/Administrative Supervisor • 01/2023 – 02/2024

- Directed recruitment, training, and staff management efforts, leveraging workforce analytics to enhance recruitment pipelines and employee development programs.
- Secured contracts with top Nigerian telecoms by optimizing team structures and strengthening client relations.
- Served as a communication bridge between executives, clients, and staff to improve organizational alignment.
- Streamlined HR documentation, payroll, and records using BambooHR, Xero, and advanced Excel dashboards.
- Delivered workforce analytics reports that guided management decisions and improved HR efficiency by 20%.

Nupat Technologies • Lagos, Nigeria • Marketing Manager • 08/2022 – 11/2022

- Led the launch of ULEGO App, achieving sales targets and market entry within 3 months.
- Grew customer base by 68% and sales by 50% through data-driven marketing strategies.
- Designed integrated campaigns across digital and traditional channels, boosting brand visibility and leads.
- Analyzed customer behavior and campaign metrics to refine marketing strategies for maximum ROI.
- Drove alignment between product, sales, and marketing teams to accelerate go-to-market success.

**Nupat Technologies • Lagos, Nigeria • Marketing Representative •
04/2022 – 08/2022**

- Pioneered marketing as the company's first representative, creating strategies across social, SEO, and email.
- Generated high-quality leads via cold calls and emails, building early-stage customer base.
- Supported customer engagement by resolving inquiries and complaints with empathy and speed.
- Provided admin and reporting support, ensuring smooth marketing operations.

**Jozech Business School • Lagos, Nigeria • Administrative Assistant •
01/2022 – 03/2022**

- Oversaw admissions pipeline and student onboarding process.
- Customized and maintained school's WordPress website.
- Produced newsletters and marketing content to increase student engagement.
- Coordinated daily administrative tasks, ensuring smooth school operations.

**DeChef's Kitchen • Abuja, Nigeria • Administrative Assistant / Kitchen
Coordinator • 02/2020 – 03/2021**

- Managed kitchen operations including inventory, scheduling, and procurement within budget.
- Ensured safety, sanitation, and regulatory compliance across all culinary training activities.
- Maintained equipment, procured food supplies, and streamlined vendor relations.
- Supported training classes by coordinating logistics between instructors, students, and facilities.

Volunteer Experience

Nupat Initiatives • Operations Coordinator • 05/2022 – 03/2023

- Led fundraising campaigns and community outreach, securing sponsorships for impact projects.
- Coordinated logistics for outreach visits to orphanages and schools.
- Designed and managed recruitment pipeline for volunteers, building a reliable database.
- Co-organized a hackathon for coding challenges, driving youth engagement in tech.

Education

B.Sc. Sociology • University of Ibadan • 10/2015 – 02/2020

MBA (In-View) • University of Lagos • 2026 – Present

Certifications

- Workflow Specialist • Asana • 2025
- Virtual Assistantship • ALX • 2024
- AI Career Essentials • ALX • 2025
- Introduction to CRM with Hubspot • Coursera • 2024
- Branding & Customer Experience • IE Business School • 2024
- Salesforce Admin & Platform Builder • Simplilearn • 2023
- Fundamentals of Project Planning & Management • UVA • 2023
- Data Analysis & Visualization • IBM & Google • 2022–2023
- Project Management • Alison • 2023
- UI/UX Design • HIIT • 2021
- Caregiver (First Aid, CPR, AED) • AHA • 2020
- Food Preparation & Kitchen Ops • NABTEB & DeChef's • 2021

Professional Memberships

- Associate, Chartered Institute of Personnel Management (CIPM)
- Member, Nigerian Anthropological and Sociological Practitioners (NASA)

Skills & Interests

Executive Support • HR & People Operations • Talent Acquisition • Policy Development • Conflict Resolution • CRM (Salesforce, HubSpot, BambooHR) • Data Analysis • Customer Success • Marketing Strategy • Project Management (Asana, ClickUp, Notion) • Workplace Experience • Cross-Functional Collaboration