**RESUME**

**DEBOLA **

|  |  |  |  |
| --- | --- | --- | --- |
| |  | | --- | | **SKILLS AND COMPETENCIES**   * Strong knowledge of Microsoft office suites – word, publisher, PowerPoint, etc * Strong knowledge of the use of the internet for research, information gathering monitoring * High level experience in Executive / Senior portfolio management * Broad experience in co-ordination and management of all aspects of board and committee meetings   and events - AGMs, Media parley, product launch   * Human resources and Administration Knowledge * High sense of commitment and undisputable loyalty * Strong administrative and organizational skills * Interpersonal / team work (social skills) * Maintenance and operation of office equipment * Proven strategic abilities * Customer service orientation * Strong communication (verbal) skills * Creative writing skills * knowledge and operation of standard office equipment. * Strong analytical/problem solving skills. * Procurement and distribution skills * Event Management Skills * Protocol / Travel Management Skills * Project Management Skills * Facilitation/Teaching Skills * Attention to details * Confidentiality   **EDUCATIONAL & PROFESSIONAL QUALIFICATION:**   * B.A (Hons) English Arts, Ogun State University 1999 * Computer Operations, Newtech Computer Institute 2001 * Diploma, (Operations Management), University of Lagos 2004 * Travel and Tourism Consultant Diploma, (IATA) 2014 * Etiquette Consultant Certification In View   **PROFESSIONAL ASSOCIATIONS AND MEMBERSHIPS:**   * Member, International Association of Administrative Professionals (IAAP, US) * Member, International Association of Professional Etiquette Consultants (IAPO) * Full Member, Institute of Professional Managers and Administrators (IPMA, NG). * Member, International Air Travels Association (IATA) * Associate, Nigerian Institute of Management (NIM)   **COURSES AND SEMINARS ATTENDED:**   * Etiquette Consulting Course * Administration Functions and Office Management * PeopleManagement Course * Team Building Workshop * Corporate Social Responsibility (CSR), what, where and How? * Advanced Protocol and Public Relations Management * Performance Management Systems * Managing the Corporate Affairs Function * House Journal production Management * Management and Business Skills for PA’s and Secretaries * Strategic Review of Operations for effective Performance (PA’s and Secretaries) | |  | | **WORK EXPERIENCE:**  **Admin/Operations Manager, Tabitha Travels and Tours, Lagos April 2015 – May 2018**  General management of Agency’s activities and operations.   * Implement laid down administrative and office systems, procedures and policies. * Maintain workflow, develop, analyze and report office procedures, control, office layout, budgeting. * Prepare and modify documents including correspondence, reports, drafts, memos and emails. * Monitor, access and develops other staff by providing information, educational opportunities,   and experiential growth opportunities.   * Customer services and Management * Identify and resolves all administrative lapses/problems * Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs;   maintaining equipment inventories   * Provide information by answering questions and requests. * Order office supplies and research new deals and suppliers * Maintain contact lists and client data base * Act as the point of contact for internal and external clients and Visitors * Assign tasks to other employees * Ensure deadlines are met and work is completed correctly * Produce scheduled activity reports   **Head, Administrative Services, Aiico Insurance Plc July 2011 – Feb 2015**  Oversee, and coordinate the General Company Administrative duties including:   * Procure and supply office requests and needs. * Manage telecommunications unit – Telephone subscriptions renewals, Maintenance. * Plan and Manage organization’s physical resources and other assets. * Manage Company’s Fleet – Fueling schedules, Vehicle Maintenance, repairs and drivers pool. * Budget Preparation, Planning and reporting * Maintain Company Facilities – building beautifications, repairs, alterations, security services. * Vendor/contract Management - Updating Vendors list, vetting of requirements, specifications to products,   Quotes and pricing.   * Recommend changes to policies or procedures to improve operations and departmental business plan * Train, supervise and appraise support staff. * Support and arrange office planning and movements. * Travel Management (Visas, Tickets, Hotels, Ground Transports…) * Management of Mail and mail room – incoming and outgoing mails sorting, monitoring of Courier agencies. * Project Management - ensure compliance and delivery of projects to time and specifications * Assists in coordinating various in-house programs and presentations and department-specific events. * Coordinates and directs monthly intra departmental meetings. * Report company’s administrative issues to Management for next actions. * Resource planning and Management.   **Executive Personal Assistant to Group MD / CEO, Aiico Insurance Plc May 2002 – June 2011**   * Manage CEO’s Diary, itinerary / Schedule. * Maintain and order office supplies and inventory. * Document Management – filing, Archiving, maintenance of electronic and hard copies. * Travel Management - flights, Hotel reservations, Visa processing, renewals. * Event management – organize conferences, Lunches, parties, Venue decorating, photo and video - coverage. * Assist HR Manager on private and confidential issues relating to staff base personnel. * Basic Accounting or Office Expenditure Management. * Media relations and management - Work with advert Agencies to develop and create effective advert strategies. * Assist in Preparation of in-house journals, News / press releases. * Assist and implement Corporate Social Responsibilities services. * Oversee the payment and renewals of Subscriptions and Annual Dues. * Answer, screen and transfer inbound phone calls. * General clerical duties including photocopying, fax and mailing. * Prepare and modify documents including correspondence, reports, drafts, memos and emails. * Information Management – read Company’s emails, sort and distribute incoming regular and electronic mail   and other material and coordinate the flow of information internally and with other external Organizations   * Public (External and Internal) Relations duties: Greet visitors, ascertain nature of business, and directs   Visitors appropriately.   * Arrangement of Internal and External meetings, record, prepare and circulate minutes and or Board papers, * Organize seminars packages, agenda format, mass mailing of the seminars program, conferences. * Determine and establish office procedures and supervise/train support staff in use of basic office machineries. |   **BIO DATA**  Date of birth: December 31st, 1974  Nationality: Nigerian  Marital status: Married  Email: [debola.333427@2freemail.com](mailto:debola.333427@2freemail.com)  . |