**ESTHER OLUWASOROMIDAYO AJISEBUTU**

**6. Road 12, Aho Estate Ajibode, Ibadan, Oyo State**

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**PROFESSIONAL SUMMARY**

Dynamic and energetic professional with a proven track record, adept in multitasking and communication. Excelled in enhancing customer satisfaction and streamlining operations, ensuring quality assurance across various roles. Skilled in conflict resolution, significantly improved team efficiency and service standards without compromising on problem-solving capabilities. Excellent in relating and working with others to achieve certain objective on time and with excellence.

**EDUCATION**

* **Bachelor of Arts in Mass Communication**

Adekunle Ajasin University Akungba-Akoko, Ondo State **2015**

* **West African Senior School Certificate**

Meritland Secondary School, Sango Ota, Ogun State **2011**

* **First School Leaving Certificate**
* Abaab Children School, Alagbado, Lagos State **2003**

**WORK EXPERIENCE**

#### ****Head of operations**** | Classicus Inn Ltd Ibadan, Oyo State, December 2023-Current

* Supervised daily operations, acting as point of contact for any queries or obstacles.
* Oversaw equipment availability and maintenance to guarantee optimal operations.
* Liaised with management to align daily operations with overarching priorities.
* Monitored the co-ordination between all departments for smooth & efficient operations.
* Ensure consistent implementation and review of SOPs throughout all Departments.
* Maximised profit through the consistent delivery of the highest standard of service.

#### ****Human Resources Manager**** | Classicus Inn Ltd Ibadan, Oyo State, October 2023-December 2023

* Maintained a positive relationship with staff and ensure any employee grievances are monitored and resolved.
* Wrote and maintained employee handbook covering company policies and mission statement.
* Monitored employee working and attendance schedules including paid time off, breaks, and overtime.
* Served as a liaison for employees who possess inquiries on job-related issues.
* Coordinated controls and inspects employees’ accommodation, staff canteen, restrooms, etc. ensuring it is of the highest possible standard of cleanliness and comfort.
* Encourages a good standard of employee conduct and behavior and coordinates disciplinary procedures as and when necessary.

#### ****Front Desk Officer**** | Classicus Inn Ltd Ibadan, Oyo State, May 2022-October 2023.

* Organised files to ensure easy document retrieval.
* Assisted guests with check-in procedures, improving smooth operations.
* Collaborated with housekeeping staff for efficient room preparation.
* Welcomed visitors warmly, creating a positive first impression about the company.
* Maintained confidentiality of records to uphold privacy regulations.
* Kept reception area clean and organised to uphold professional office reputation.
* Handled office petty cash and maintained flawless records.

#### ****Supervisor**** | Runnik Resources Limitd Gbongan, Osun State, March 2020-May 2021

* Fostered a positive work culture to boost employee morale.
* Delegated tasks appropriately, achieved balanced workload among team members.
* Assisted in the recruitment process for hiring quality staff members.
* Resolved customer complaints promptly, resulted in increased customer satisfaction rates.
* Oversaw day-to-day activities of team, ensuring tasks were completed to high standard.
* Dealt with customer complaints and rectified product and service issues.
* Motivated team through providing hands-on practical support to all members of staff on duty.
* Led by example to maintain team motivation, ensuring daily tasks were performed accurately and efficiently.

**News Editor | king Fm Ibadan, Oyo State, July 2018-October 2020**

* Edited articles for clarity, style consistency and factual accuracy.
* Developed interesting story ideas from raw news feeds, resulting in compelling broadcasts.
* Sought out stories by pursuing other news organisations information periodically and wrote the stories according to strict timelines.
* Maintained and kept notes and audio recordings of interviews
* Reviewed and chose stories to broadcast
* Managed and produced news to present information with accuracy and within time frame.

#### ****Teacher**** | Epitome Academy Gbongan, Osun State

* Adhered strictly to syllabus guidelines whilst teaching various subjects across different grade levels.
* Took part in parent-teacher meetings discussing pupil progress and potential areas for improvement.
* Created lesson notes and scheduled each day to promote maximum student engagement.
* Prepared quizzes, tests and examinations to gauge how well students were learning.

#### ****Intern**** | Paramount 94.5 Fm Abeokuta, Ogun State, October 2014-March 2024

* Produced and edited audio recordings
* Drafted and wrote program scripts for radio broadcast
* Worked closely with the studio managers to ensure clients stick to appointment.
* Ensured that recorded programmes are kept safe and are properly arranged on the programme shelf
* Co anchored a radio programme titled 'Obinrin ni mi'
* Ensured that studio equipment are in good condition.

**SKILLS**

* Multitasking
* Customer service
* Teamwork
* Quality assurance
* Problem solving
* Communication
* Flexibility

**INTEREST AND HOBBIES**

* Reading,
* Researching
* Travelling
* Swimming,

**REFERENCES**

Available on request