

# Michael Afolayan

## Operations Manager at AFID

[michaelafolayan15@gmail.com](mailto:michaelafolayan15@gmail.com)

2348034374075

Ilorin Nigeria

<http://www.linkedin.com/in/michael-afolayan-4179979b>

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### SUMMARY

Customer service expert with over a decade of relevant work experience in fields like data entry, business writing and consulting, telephone customer service, technical assistance, and caregiving. Adept at using a variety of software packages for client support. Excellent at maintaining a well-organized database of customer service interactions. Handled a good number of calls daily, with duties including helping customers sign up and retrieving customer data.

Experienced manager of a direct sales team seeking a position where I can apply my skills in product development, brand portfolio management, team leadership, and client communication with a sales force.

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### MY JOB SEARCH BASICS

<b>KEYWORDS</b>	Administrative, Business Consultant, Data Entry, Graphic Design, Grant Writing
<b>CATEGORIES OF INTEREST</b>	Administrative, Business Consultant, Data Entry, Graphic Design, Grant Writing
<b>JOB TYPES</b>	Employee, Freelance, Temporary
<b>CAREER LEVEL</b>	Senior Level Manager (Director, Dept Head, VP, General Manager, C-level)
<b>EDUCATION LEVEL</b>	Bachelor's Degree
<b>MILITARY STATUS</b>	No Military Affiliation

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### WORK EXPERIENCE

#### Operations Manager

AFID GLOBAL SERVICES

From Sep 2021 to present

Ilorin, Kwara, Nigeria

#### Team Lead

D.Light Solar Limited, Ilorin, Nigeria

From May 2019 to Aug 2021

Develop a strategy the team will use to reach its goal Provide any training that team members need Communicate clear instructions to team members Listen to team members' feedback Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed Manage the flow of day-to-day operations Create reports to update the company on the team's progress Distribute reports to the appropriate personnel

#### Regional Sales Representative

Fistob Plastic Limited, Kwara and Kogi State, Nigeria

From Sep 2016 to Dec 2018

#### Marketing Assistant

Ibadan Electricity Distribution Company, Ilorin, Nigeria

From Oct 2015 to Aug 2016

#### Administrative Assistant Intern

National Youth Service Corps, Owode Yewa, Nigeria

From Nov 2014 to Oct 2015

#### Marketing Assistant Intern

Ibadan Electricity Distribution Company, Challenge Business Hub, Ilorin  
From Nov 2013 to Nov 2014

### Human Resource Assistant

Power Holding Company of Nigeria Plc, Challenge Business Unit, Ilorin  
From Sep 2011 to Oct 2013

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## EDUCATION

### Brigham Young University

B. Tech Web and Computer Programming  
From Sep 2021 to present

### Brigham Young University

PathwayConnect Certificate  
From Sep 2021 to Jul 2022

### Kwara State University

Bsc. Business Administration  
From Aug 2016 to May 2019

### Kwara State Polytechnic

Public Administration  
From Oct 2009 to Sep 2014

### Nigerian Institute of Management, Chartered

Proficiency Certificate in Management, Chartered  
From Nov 2014 to Sep 2015

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## SKILLS

Administration	Expert
Customer Service	Expert
Management	Expert
Certifications	Expert

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## SKILLS TESTS

eSkill Standard Remote Working	85%
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## OFFICE SETUP

COMPUTER SYSTEM	PC
INTERNET CONNECTION	Fiber Optic
OFFICE EQUIPMENT	Laptop, Desktop, Printer, Scanner, and Copier.

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## LANGUAGES

AMERICAN ENGLISH	Fluent
BRITISH ENGLISH	Fluent

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## CERTIFICATIONS & MEMBERSHIPS

**CERTIFICATIONS & MEMBERSHIPS**

Graduate Member of the Nigerian Institute of Management Chartered

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**SCHEDULE & FLEXIBILITY**

**SCHEDULES**

Alternative Schedule, Flexible Schedule, Full-Time, Part-Time

**JOB FLEXIBILITY TYPES**

Flexible Schedule, Part-Time Schedule, Remote Work, Freelancing Job

**REMOTE WORK LEVEL**

100% Remote Work

**WILLING TO TRAVEL?**

Yes, a lot

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**AVAILABILITY**

**DESIRED START DATE**

Immediately

**AVAILABILITY**

Mornings, Afternoons, Evenings, Weekdays, Weekends, Flexible

**HOURS PER WEEK**

40