

# AYORINDE DELE OLALEKAN

Ogun State, Nigeria

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## PROFESSIONAL SUMMARY

Detail-oriented and dependable professional with years of experience in operations support, team coordination, and customer-focused problem solving. Skilled in delivering clear and professional communication, managing data accurately, and providing efficient administrative and customer support in fast-paced environments. Proficient in Microsoft Office and Google Workspace, with strong ability to handle email management, scheduling, and task coordination independently in remote settings. Seeking a remote Customer Support or Virtual Assistant role to contribute to smooth operations and excellent client experience.

## REMOTE & CUSTOMER SUPPORT SKILLS

- Email and Chat Communication
- Customer Issue Resolution
- Time Management & Multitasking
- Attention to Detail
- Remote Collaboration (Google Workspace, Zoom)
- Data Entry & Documentation
- Problem Solving & Critical Thinking
- Basic Technical Troubleshooting

## CORE COMPETENCIES

1. Production supervision and Operation
2. Quality Control and Assurance (QC/QA)
3. Process Optimization and continuous improvement
4. Laboratory testing and Analysis
5. GMP and Safety compliance
6. Team leadership and workforce Coordination
7. Data Documentation and Reporting
8. Problem Solving and Root cause analysis

## PROFESSIONAL EXPERIENCE

### Customer Support Specialist (Remote – Contract)

LiveOps Platform

June 2024 – November 2024

- Provided remote customer support for clients via phone, chat, or email
- Handled customer inquiries, issue resolution, and service-related complaints
- Maintained professional communication and ensured customer satisfaction
- Worked independently in a virtual environment while meeting performance targets

### Production Supervisor

**Alumax Industries Limited**, Ogun state Nigeria

Feb 2025 – Nov 2025

Coordinated team activities and ensured smooth daily operations in a fast-paced environment  
Communicated effectively with team members to resolve issues and maintain workflow  
Monitored processes and identified problems, implementing timely solutions  
Maintained accurate reports and documentation for operational tracking

### Quality Control Analyst

**Lucky Fibre (Wet Hair)**, Ikorodu, Lagos

Dec 2023 – May 2024

1. Conducted Raw material, in-process, and finished product testing
2. Performed laboratory analysis and documented accurate results
3. Identified defects and implemented corrective actions
4. Maintained laboratory equipment and ensured proper calibration
5. Ensured compliance with quality and safety standards
6. Supported process improvement initiatives

### Teacher

**DGM College international Kwara State** Apr 2021 – Oct 2022

**Obubra Comprehensive High School Cross River (NYSC)** Jan 2023 – Oct 2023

Communicated complex information clearly to students, ensuring understanding  
Managed classroom interactions and resolved conflicts effectively  
Provided guidance and support to individuals with different needs  
Maintained accurate records and performance reports

## **Auditor**

**Doyin Group of Companies, (Hospitality)** Victoria island Lagos

Feb 2016 – Dec 2016 **(I.T)**

1. Reviewed Financial records for accuracy and compliance
2. Evaluate internal controls and identified risk areas
3. Assisted in audit planning and execution
4. Prepared reports with actionable recommendations

## **Laboratory Technologist**

**Olufadi Health Center, Ilorin, Kwara State**

Jan 2017 – Oct 2019

1. Conducted Laboratory tests and sample analysis
2. Prepared specimens and ensured accurate diagnostics
3. Maintained lab equipment and calibration standards
4. Ensured adherence to safety and infection control procedures
5. Documented and reported tests results

## **EDUCATION**

**Higher National Diploma (HND),**

**Science Laboratory Technology (Biochemistry Option) 2021**

**National Diploma (ND)**

**Science Laboratory Technology 2014**

**National Youth Service Corps (NYSC)**

**Completed 2023**

## **TECHNICAL SKILLS**

1. Microsoft Office Suite ( Word, Excel, Powerpoint)
2. Google Workspace
3. Laboratory Equipment Handling
4. Data Recording and Reporting
5. Video Conferencing Tools
6. Basic Graphics Design

## **ADDITIONAL INFORMATION**

**Languages:** English (Fluent), Yoruba (Fluent)

**Interest:** Reading, Travelling, Swimming, Singing, Teaching

## **REMOTE READINESS**

- Stable internet connection
- Comfortable working independently
- Available for flexible shifts