**Akinwumi Omotayo Ajayi**

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Experienced business manager and administrator with 15+ years in project management, operations, sales, HR, and customer service. Skilled in improving business processes, excelling in customer-facing roles, and demonstrating strong leadership and interpersonal abilities.

# Professional Experience

## Akin Ajayi Technical Services 01/17 Project Management Consultant

Provide advisory services to companies and organisations.

* Evaluated business strategies by analyzing working capital, process workflows, and financial efficiency while also identifying new business opportunities.
* Reviewed and discussed sales reports, providing recommendations to board members.
* Successfully completed a contract with the Federal Government of Nigeria to construct classroom blocks in Ogun State, delivering the project two weeks ahead of schedule.

## Racbol Global Services Ltd (Abuja, Nigeria) 12/22 - 12/24 General Manager

Racbol is a group of companies that produce building materials, engage in construction, and manage estates.

* Sustained business unit functions by setting clear goals and identifying growth opportunities.
* Revitalized the manufacturing department, increasing the production of cement bricks from an average of 20,000 units per month to over 50,000 units.
* Boosted revenue by 40% by securing a rolling contract to produce cement block bricks on-site for a construction project at a Federal Government University.
* Overhauled the administrative filing system, transitioning from physical files to a digital system, which reduced productivity loss in the office by nearly 90%.
* Developed new marketing strategies for the estate management division, increasing sales of buildingunits from 8 units in 2021 to 17 units in 2023.

## TenderHeart Specialist Hospital (Akure, Nigeria) 11/17 - 11/22 General Administrator/Operations Manager

I successfully managed administrative, operations and customer service functions at a top-tier specialist cardiology hospital.

* Organised filling systems for improved efficiency
* Improved revenue growth by 4% in 2018 and 12% in 2019
* Slashed administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.
* Completed administrative tasks accurately and ahead of agreed deadline

## Al Salama Fire Safety Training LLC (Dubai, UAE) 01/16 - 01/17 Human Resource Manager/Administrator

* Conducted interviews for office roles, improving the quality of new hires.
* Created a vetting system for selecting trainers, which enhanced training quality and boosted engagement by 10%.
* Developed and managed a staff-client interaction system that reduced the wait time for accessing the company’s services from three days to one day.

## Fortune Games Limited (Abuja, Nigeria) 01/13 - 05/16 Project Manager

Managed a team to establish mobile connectivity for lottery games across all telecommunications networks in Nigeria.

* Led the team to acquire an SMS “short code” for the company's mobile platform lottery games from the Nigeria Communication Commission (NCC).
* Successfully launched the company's product in the Nigerian market six weeks ahead of schedule, resulting in a savings of ₦14 million.
* Managed a project budget of ₦100 million to develop an M2M connectivity platform with telecom service providers, saving the company ₦18 million by streamlining the project structure.
* Created a bi-weekly “Self-Training” seminar where team members take turns leading sessions, fostering the development of presentation and public speaking skills, which led to notable improvements in public speaking abilities among the project team.

# Education

* **Hult International Business School, MBA (Business Management) ......Dubai, UAE**
* **RIMS College Post Graduate Diploma (Business Management) ..... London, United Kingdom**

## Obafemi Awolowo University, Nigeria BSc (Botany)

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**Skills**

Project Management | Operations Management | Customer Service | HR Management | Analytical & Organisation skill | Marketing | Sales | Communication | Conflict Resolution | Market analysis | MS office suite (Word, Excel, PowerPoint) | SaaS | Negotiation | Sales | CRM Software | Jira | Data analysis |