

Oluwakemi Olorunkosebi

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I am certified trainer and professional with over ten (10) years cumulative experience in Customer Service, Learning and Development, Project Management, Stakeholder Engagement and Management. I have worked in the Telecommunication, Hospitality, Health and Education Sectors. An Author and a Passionate Believer of People Development, Process Improvement and Customer Satisfaction. I am passionate about the subject of Leadership and place priority on developing the leadership traits in individuals so they become self-driven and are willing to take on responsibilities towards the achievement of personal and organizational goals.

SKILLS

- Effective Leadership of teams
- Training
- Coaching and Mentoring
- Curriculum Development
- Customer Experience Management
- Project Management
- Stakeholder Engagement and Management
- Analytical and Problem Solving
- Critical Thinking
- People Skills for multicultural workplace
- Effective Communication
- Change Management

PROFESSIONAL HISTORY

Regional Manager, School Management, Community Schools

October 2018 to May 2020

Bridge International Academies

(The world's largest and fastest-growing chain of elite pre- primary and primary schools with more than 520 academies around the world. We democratize the right to succeed by giving families living in low-income communities' access to the life-changing education that will allow their children live a very different life. We believe in Knowledge for All)

Responsibilities

- Involved in the hiring, onboarding, training and managing of the schools team
- Provided leadership for the school management team; a team of seven (7) School Supervisors, 67 Academy Managers and over 500 teachers.
- Drove pupil growth to ensure academies are financially sustainable
- Enforced compliance with academic and operational standards across all academies.

- Designed KPIs, conducted appraisals and implemented performance improvement plans when necessary.
- Promoted staff development through mentoring, coaching and other personal/ career development initiatives.
- Ensured customer satisfaction for retention
- Worked closely with the operations team to ensure positive experiences throughout the customer's lifecycle.
- Leveraged data for decision making
- Managed introduction of new processes, procedures and policies for smooth transition

Manager, Leadership and Development

August 2015 - September 2018

Bridge International Academies

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Responsibilities

- Staff recruitment
- Trained, Coached and Mentored over 70 Academy Managers
- Directly involved in the establishment of 63 Academies in 2 States between 2015 and 2017
- Liaised with key community stakeholders to establish relationships during new school launch
- Conducted the induction and professional development trainings for over 25 Ambassadors who are responsible for Community Outreach, Creating Awareness, Identifying and Engaging Stakeholders, Recruitment of Staff and Enrolment of Pupils during new school launch.
- Directly and Indirectly involved in the Enrolment of about 11,000 students
- Trained School Supervisors- each overseeing a minimum of eight (8) Academy Managers.
- Coordinated Induction and Technical Trainings focused on Brand/Culture Indoctrination, Academy Management, Community Engagement/Outreach and Customer-Centricity for Bridge Academy Managers, School Supervisors, Quality Assurance Officers, Ambassadors, etc.
- Worked closely with the School Management team to identify skills gap, design and implement training for Academy Managers
- Co-Facilitated trainings in other countries where Bridge Academy operates
- Worked closely with the teacher training team for the execution of induction training for teachers by facilitating community engagement and stakeholder management related topics.
- Worked closely with the global team to regularly review Training Content to address skills gap identified during ethnographic research towards improving training effectiveness for new recruits
- Worked with other in country teams to deliver specific trainings for staff of other departments
- Designed curriculum for and facilitated soft skill trainings
- Promoted a culture of ownership among trainees, motivated them towards giving their best and provided regular support and helpful feedback.

- Coordinated the training and assessment of over 500 Head Teachers during the pilot phase and Wave 1 of the Edo State Basic Education Sector Transformation (Edo BEST) Program.

Program Manager, Education Projects

June 2013 to July 2015

Stephen Adams Social Reformation Foundation (SASRF)

(A not-for-profit organization that focused on providing services especially quality education to the less privileged in the society)

Responsibilities

- I was responsible for writing proposals, applying for grants, coordinating training sessions, planning budget, negotiating with vendors and managing stakeholder expectations.
- I planned and executed two (2) cohorts of the Teachers4Change Project - a 1-year (an academic session) teacher training program for Public Primary School Teachers in Lagos and Edo state with 24 and 100 Teachers respectively.
- Assessed and managed risks, evaluated and reported Project impact at different phases of the project to stakeholders.
- I was involved in the monitoring and evaluation of training impact throughout the academic year through classroom evaluations, formative and summative assessments.
- Recruited and negotiated terms with a local partner for effective project monitoring for project outside my state of residence and ensured compliance throughout the project duration.
- Effectively managed and negotiated with vendors resulting into about 15%-20% savings on project funds without compromising quality and timeline for deliverables.
- Managed and delivered on stakeholder expectations; Government, Sponsors, Project Beneficiaries and Board of Trustees
- Established a faculty for the organization
- Presented reports detailing training impact and recommendations to stakeholders; project sponsors the State Universal Basic Education Boards of Edo and Lagos State Governments, and organization's Board of Trustees.

Support Worker

October 2010 to May 2011

Creative Support, Manchester, United Kingdom:

(A mental health organization focused on assisting clients to be socially relevant and independent. I was responsible for providing support to clients with mental health conditions)

Responsibilities

- Assisted service users with involvement in social events and community development
- Assisted service users with decision making and encouraged independence

Retail Experience Centre/Customer Service Executive

May 2008 - January 2010

Etisalat Nigeria (Now 9mobile)

(A telecommunication company with over 35years of experience and pioneer of various innovative technologies in emerging markets)

Responsibilities

- Query resolution/Sales (Cross Selling and Up Selling)
- Ensured that every walk-in customer had an excellent service experience by identifying with their concerns and always going the extra mile
- Excellent follow up on unresolved issues
- Managed five (5) shops in the Southwest region of Nigeria and coordinated regional promos
- Trained temporary staff and Trade Agents on new products
- Ensured strict adherence to Service Processes and Service Level Agreements
- Inventory Management: designed the first basic excel sheet used for inventory management.
- Demonstrated excellent leadership and people management skills, hence was privileged to stand in for my direct supervisor 3 out of 5 times.

OTHER EXPERIENCES

Volunteer

April 2012 - July 2012

Davies Hotel, Ibadan Nigeria

(A renowned hotel with over 20years of unwavering excellent service delivery)

Responsibilities

- Rotated the different departments: housekeeping, restaurant, finance, front desk, kitchen and general management.
- Ensured compliance with operational procedures of the hotel by all departments- house-keeping, restaurant sales, etc. while standing in for the Operations Officer during her leave period.
- Customer Relationship Management
- Logistics support and inventory management

Appointment - Team Lead Ambience Team

January 2018- December 2019

Harvest House Christian Centre Lagos Nigeria

(A faith based organization with a mission to raise models and empower saints so that they can fulfill destiny)

Responsibilities

- Provided leadership for a team of ten (10) regular and six (6) occasional volunteers.
- Coordinated the weekly cleaning and maintenance of meeting room
- Managed the effectiveness and productivity of team through duty schedules and delegations.
- Managed inventory and regularly sought ways to improve the ambience of the meeting room
- Grew team membership by over 100%
- Successfully groomed individuals to take over the leadership responsibility of the team

**Volunteer – Dean Leadership Academy
Harvest House Christian Centre Lagos Nigeria**

September 2019 till date

(A faith based organization with a mission to raise models and empower saints so that they can fulfill destiny)

Responsibilities

- Managing a team of six(6) volunteers
- Supervise call for application and student enrolment
- Curriculum Design
- Supervise facilitator engagement
- Programme Assessment
- Graduated the Alpha graduating class

EDUCATION/TRAINING

- Level 3 Education and Training Award (2017)
- TY Danjuma Foundation (2014) - Project Management, Financial Management and Monitoring and Evaluation
- Fate Foundation (2014) - Smart and Actionable Skills for Proposals and Tenders
- ExpertRating Global Certifications (2011) - Customer Service Certification
- University of Wales, United Kingdom (2011) - Post Graduate Certificate in Marketing
- Etisalat Academy, Dubai (2008) - Certificate in GSM Complaint Handling
- Babcock University, Ogun State, Nigeria (2006) - B.Sc. Marketing (2nd Class Upper Division)

REFERENCES

1. Ms. Debbie Akwara
Founder & Chief Executive Officer, Neetch Company
08099442880
2. Ms. Olufunke Adewoye
Commercial Organization Development Manager, Philip Morris International
08090414634
3. Mr. Boyenle Falonipe
Principal Consultant, Noir Enhancement
08030724282