**KADIJAT OWOLABI**

**ON-BOARDING CORDINATOR**

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Professional Profile

I am a value-driven Operations, Project, and Sales Management Professional. My professional experience as an on-boarding coordinator has helped to sharpen my eye for details, improved my organizational skills and deepened my ability to work autonomously while building relationships, and effectively handling various projects. I have a proven record of maximizing operational efficiency, cost control, developing and implementing strategic initiatives.

Technical Skills

* Microsoft Office 365 suites
* Customer Relationship Management (CRM tools)
* Power BI
* MySQL
* Agile and Waterfall Methodology
* Base Camp
* Microsoft Project
* Computer, printer, and network troubleshooting
* Tableau

Other Skills

* Excellent Presentation and demos
* Teamwork
* Excellent communication skills
* Customers-stakeholders facilitation
* Care plan
* Attention to details.
* Excellent problem-solving skills.
* Excellent product knowledge
* Customer assists and implementation.

Experience

# 4Com Bournemouth, England

**Onboarding Coordinator** *Aug 2022 – Present*

* Coordinate the end-to-end onboarding process for new clients, ensuring a smooth transition from purchase confirmation to service activation.
* Act as a point of contact for clients during the implementation phase, addressing their concerns and inquiries promptly.
* Proactively identify and resolve any issues or obstacles that arise during the onboarding process, providing efficient solutions.
* Escalate complex issues to the appropriate teams or departments, ensuring a timely and satisfactory resolution.
* Manage the migration of broadband services for clients, overseeing the seamless transition to new services or connections.
* Assist clients in troubleshooting technical issues, including logging faults and coordinating resolution efforts.
* Designing and delivering comprehensive training programs for new joiners, with a focus on creating easily digestible, bite-sized learning materials to accelerate their onboarding and integration into the implementation team.

**Tritek Consulting Limited** *London,* England

**Project *Planner*** Mar 2022 – Nov 2022

* Develop and maintain comprehensive implementation plans, including resource allocation and cost projections to ensure the successful execution of onboarding projects.
* Review onboarding documentation, ensuring that all materials and processes align with project requirements and compliance standards.
* Collaborate with estimators and project teams to facilitate the timely delivery of project materials and resources required for successful onboarding.
* Communicate with project managers to document specific onboarding requirements, including any chargeable items or costs that need to be considered.
* Compile clear and concise narratives, project phasing information, reports, and supporting documents to create high-quality submissions for onboarding proposals and projects.

**Vodafone**

# London, England

**Customer Service Advisor***Jan 2022 – Jul 2022*

* Manage, escalate, and report customer queries.
* Worked to achievable targets within a strong team-oriented solid environment.
* Accurately documenting all calls received using the appropriate computer systems.
* Provided advice, information, and solution to customers.

**Support Assistant** JULY 2021-JAN 2022NURSE GROUP Bournemouth

* Providing residential home care to up to 32 young adults at a time with emotional and behavioural issues.
* Drafted schedules for 25 families that allowed more sustained care and assistance for the clients.
* Observed and recorded patient condition and reported it while assisting during appointments.
* Encourage young adults to participate in various social & recreational activities.
* Administer daily medications, food, and other shopping items.
* Transporting young adults to health care appointments and preparing meals.

**Care Assistant** Nov 2020 – July 2021Aga Recruitments Solutions. Bournemouth

• Assist clients with personal care tasks and other necessary support.

• Provide mobility support; assist with walking aids and wheelchairs.

• Execute essential housekeeping duties, including cleaning and laundry.

• Administering treatments and assisting the clients with routine exercise.

• Observe, monitor, and record clients' physical and emotional well-being.

• Assisting in lifting, transferring, repositioning, and movement of clients.

Lavori Engineering

# Lagos, Nigeria

**Assistant Accountant***Feb 2020 – Aug 2020*

* Prepared financial documents such as invoices, bills, accounts payable and receivables.
* Assisted in managing day-to-day transactions.
* Recorded office expenditures and ensuring these expenses are within the set budget.
* Assisted the finance department and senior accounting staff members with various tasks, including preparing budgets, records, and statements.
* Assisted in completing the year-end analysis.
* Assisted in reporting on debtors and creditors.

Education

 International Management MSc. Bournemouth University | Sept 2020 – Nov 2021

 Accounting BSc Bells University | Oct 2012 - Aug 2016

Certification

Tritek Consulting Limited | Digital Transformation Project | project planner. *Mar 2022 – Nov 2022*

PRINCE 2 In-view