

ALABI VICTOR KAYODE

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PROFILE SUMMARY

Innovative strategist with a knack for creative thinking and a strong ethical compass. Proficient communicator skilled at building productive relationships and resolving complex issues. Committed to delivering exceptional customer service and fostering customer loyalty through unwavering dedication.

EDUCATIONAL QUALIFICATION

- B.tech. Animal Production & Health** – Ladoke Akintola University of Technology, Ogbomosho, Oyo State. **2014 – 2021**

CORE COMPETENCIES

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| • Time and Resource Management | • Problem-Solving | • Attention to Detail |
| • Microsoft Office Suites | • Customer Service | • Initiative |
| • Quick Learning | • Conflict Resolution | • People Management |
| • Self-Motivation and Results-Driven | • Client Relations and Retention | • Report Development |

WORK EXPERIENCE

Higher Executive Officer – Obafemi Awolowo University Teaching Hospital (OAUTH) 2023

- Manage day-to-day administrative operations and staff scheduling.
- Directly supervise administrative personnel to ensure adherence to hospital policies.
- Optimize resource allocation, including personnel, equipment, and supplies.
- Implement hospital policies and procedures to ensure regulatory compliance.
- Assist in budget planning and monitor expenditures to align with organizational goals.
- Collaborate with various hospital departments to facilitate communication and coordination.
- Oversee patient registration, admissions, and discharge processes for a positive patient experience.
- in quality assurance initiatives and implement improvement measures.
- Manage health information systems and ensure patient data security.
- Coordinate resources and personnel during emergencies to maintain care continuity and safety.

Collection Officer – Palmpay

2022

- Manage debt recovery processes efficiently and ethically, adhering to regulatory guidelines and company policies.
- Initiate contact with customers to negotiate payment arrangements and resolve outstanding debts, maintaining professionalism and empathy.
- Monitor and manage overdue accounts, tracking payment statuses and updating records accurately in the system.
- Ensure compliance with legal requirements and industry regulations governing debt collection practices.
- Prepare and submit regular reports on debt collection activities, including progress updates and key performance metrics.
- Build and maintain positive relationships with customers, fostering trust and cooperation in resolving outstanding debts.

Sales Manager – Heritage Merchant Iron & Steel

2018

- Develop and execute strategic sales plans to achieve revenue targets and maximize market penetration for Heritage Merchant Iron & Steel products.
- Cultivate and maintain strong relationships with key clients, distributors, and stakeholders to drive customer loyalty and repeat business.
- Conduct market research and analysis to identify opportunities for expansion, assess competitor activities, and stay informed about industry trends.
- Possess in-depth knowledge of Heritage Merchant Iron & Steel products, features, and applications, effectively communicating value propositions to customers.
- Negotiate pricing, terms, and contracts with customers and distributors to secure profitable deals while maintaining company profitability.

- Ensure high levels of customer satisfaction by addressing inquiries, resolving issues, and delivering exceptional service throughout the sales process.

Product Manager – Posh Media**2017**

- Develop and implement strategic product plans aligned with Posh Media's business objectives, market trends, and customer needs.
- Create and maintain a product roadmap outlining key milestones, features, and timelines for product development and release.

ACADEMIC RESEARCH

- Genetics and Breeding

AWARDS

- Collection Officer of the year, Palmpay.