

# Precious Akinmade, Receptionist

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## SUMMARY

Professional and detail-oriented Guest Service Specialist with over 3 years of experience in high-pressure environments, delivering excellent client experiences and managing sensitive interactions with discretion. Proven ability in managing complex calendars, handling confidential information, and serving as a trusted point of contact. Adept at administrative support, stakeholder communication, and ensuring smooth operations, ready to bring exceptional organizational skills and a commitment to service excellence to a Receptionist role.

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## WORK EXPERIENCE

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| 12/2022 – Present | <b>Guest Service Specialist</b><br><b>Mitchell &amp; Butlers</b> <ul style="list-style-type: none"><li>• Deliver high-level professional service to clients and stakeholders in a fast-paced environment.</li><li>• Manage sensitive interactions with discretion, professionalism, and confidentiality.</li><li>• Serve as a trusted point of contact, ensuring smooth client journeys and excellent experience delivery.</li><li>• Handle confidential information in strict accordance with data protection and organisational policies.</li><li>• Maintain composure and service excellence during high-pressure situations.</li><li>• Cultivate trust-based relationships with a diverse range of stakeholders.</li></ul>   | London, UK     |
| 06/2024 – 09/2025 | <b>Business Analyst</b><br><b>ELINTX</b> <ul style="list-style-type: none"><li>• Led cross-functional workshops to gather business and technical requirements for a major ticketing platform upgrade, introducing real-time tracking and customer notifications, resulting in a 30% drop in support tickets and measurable improvements in customer satisfaction.</li><li>• Collaborated with stakeholders across departments to map current workflows and identify inefficiencies, driving process improvements that reduced resolution time by 20%.</li><li>• Authored user stories and managed Agile documentation in Jira and Confluence, facilitating smoother sprint planning and contributing significant improvements in delivery speed.</li><li>• Supported testing, UAT, and go-live activities by ensuring full requirements traceability, leading to a 95% UAT success rate and an on-schedule deployment.</li></ul> | London, UK     |
| 08/2021 – 09/2022 | <b>Executive Assistant to Principal</b><br><b>Adewole Adebayo &amp; Co</b> <ul style="list-style-type: none"><li>• Provided high-level administrative and organisational support to the Principal, managing complex calendars, scheduling meetings, and coordinating appointments.</li><li>• Served as the primary point of contact for internal and external stakeholders, handling correspondence, calls, and enquiries with professionalism and discretion.</li><li>• Prepared meeting agendas, reports, presentations, and briefing documents to support effective decision-making.</li></ul>  | Abuja, Nigeria |

- Organised comprehensive travel arrangements, events, and official engagements, ensuring all logistical requirements were meticulously met.
- Maintained confidential records, managed documentation, and ensured efficient filing and information management systems.

07/2020 – 12/2021

**Project Support Officer**

Abuja, Nigeria

**KAFTAN TV**

- Provided comprehensive administrative support to project managers, including scheduling meetings, coordinating calendars, and organising project documentation.
- Prepared meeting agendas, recorded minutes, and diligently tracked actions to ensure timely follow-up and project continuity.
- Maintained and updated project records, trackers, and reports using Excel and internal systems to facilitate accurate project monitoring.
- Coordinated communication between project teams, stakeholders, and external partners to ensure efficient information dissemination.
- Assisted in preparing project reports, presentations, and documentation to support decision-making and project governance.

06/2019 – 07/2020

**Personal Assistant to CFO (Internship)**

Abj

**KAFTAN TV**

- Provided day-to-day administrative and organisational support, including managing schedules, preparing meeting materials, and handling confidential correspondence.
- Assisted with the creation of financial reports and presentations, contributing to clear and timely executive communication.
- This role strengthened my attention to detail, time management, and understanding of financial operations within a corporate environment.

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## EDUCATION

09/2022 – 10/2023

**UNIVERSITY OF WESTMINSTER**  
LL.M., International Commercial Law

London, United Kingdom

09/2017 – 01/2021

**BAZE UNIVERSITY**  
LL.B., Law

Abj

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## SKILLS

Microsoft Office

Complex Diary & Calendar Management

Office & Operations Management

Drafting Executive Correspondence

Confidential Document Handling

Strategic Administration

Customer Service

Board & Governance Support

Attention to Details

Patient Management

Interpersonal Skills

Communication Skills

Empathy

Confidentiality

Proactivity

Teamwork

EMR Systems

Luxury Hospitality

Photography

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## CERTIFICATES

**Project Management and Business Analysis**  
Tritek

02/2024

