

TREASURE CROWN HYCENTH

Admin Manager | Executive Assistant | Operations & Project Coordinator

Yaba, Lagos • hycenth.crown@gmail.com • 0807 138 8187 / 0903 741 3433

PROFESSIONAL PROFILE

Results-driven Administrative Manager with over 7 years of experience supporting business operations, executive leadership, staff administration, procurement, and office management. Skilled in coordinating multiple projects, managing schedules, supervising teams, overseeing vendors, and ensuring smooth day-to-day operations. Recognised for strong organisational abilities, attention to detail, problem-solving skills, and the capacity to manage competing priorities in fast-paced environments.

CORE COMPETENCIES

Administrative Management • Executive Support • Project Coordination • Office Operations • Team Supervision • Vendor & Stakeholder Management • Recruitment & Onboarding • Payroll Administration • Procurement & Inventory Management • Report Preparation • Scheduling & Calendar Management • Microsoft Office Suite

WORK EXPERIENCE

Admin Manager

2024 – 2026

Mazelle Investment Ltd (The Beauty Box) | Ikoyi, Lagos

- Coordinated multiple operational activities and departmental priorities to ensure timely completion of business objectives
- Provided direct personal and administrative support to senior management, managing executive calendars, travel arrangements, meetings, and stakeholder communications
- Oversaw HR administration and staff management for a team of 20+ employees, including recruitment, onboarding, and performance tracking
- Supervised administrative processes and monitored task completion across teams
- Managed employee relations and handled confidential HR matters professionally
- Administered payroll processing, leave schedules, and staff benefits accurately and on time
- Oversaw office administration including vendor management, asset tracking, and facility upkeep
- Supported implementation of internal processes that improved operational efficiency
- Tools: Microsoft Excel, Odoo, Busy Accounting Software

Purchasing & Inventory Officer

2023 – 2024

Mazelle Investment Ltd (The Beauty Box) | Ikoyi, Lagos

- Planned and executed procurement of products and operational supplies, managing relationships with 5–10 key suppliers
- Negotiated pricing and delivery terms with vendors to achieve cost savings
- Maintained accurate inventory records and conducted regular stock reconciliations

Customer Service Representative

2021 – 2023

Mazelle Investment Ltd (The Beauty Box) | Ikoyi, Lagos

- Responded professionally to customer inquiries, complaints, and service requests
- Processed orders and collaborated with logistics and sales teams for smooth fulfilment
- Maintained detailed customer records and interaction logs

Admin Manager & Social Media Coordinator

2018 – 2021

Veritas Caterers Limited | Lagos

- Provided comprehensive personal and administrative support to the business owner across all daily operations
- Coordinated client bookings and follow-ups for events and catering orders

- Grew the company's Instagram and WhatsApp Business presence noticeably over 3 years, consistently creating food content that increased customer engagement and drove catering enquiries
- Managed vendor relationships, tracked inventory, and ensured timely procurement of catering supplies
- Maintained organised filing systems for client records, invoices, and operational documents

CORE SKILLS

Administration: Office management, scheduling, correspondence, vendor coordination, record keeping

Personal Assistance: Executive support, diary management, client liaison, event coordination

Technology: Microsoft Office Suite (Word, Excel, PowerPoint), Odoo, Busy Software

Social Media & Content: Instagram, WhatsApp Business, content creation, brand storytelling, audience engagement

Soft Skills: Proactive, highly organised, excellent communicator, discreet, calm under pressure

EDUCATION

Higher National Diploma (HND) – Mass Communication

Federal Polytechnic Nekede, Owerri

Ordinary National Diploma (OND) – Mass Communication

Federal Polytechnic Nekede, Owerri

West African Senior School Certificate (WASSCE)

Army Secondary School, Bori Camp, Port Harcourt

INTERESTS

Reading • Travelling • Public Speaking • Public Relations • Food & Hospitality Culture

REFERENCES

Available upon request.