

KINGSLEY RAJI

Business Operations Coordinator | Project Coordinator | Process Improvement | Business Systems

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Business Operations and Project Coordination professional with 9+ years of experience supporting business operations, coordinating cross-functional projects, improving workflows, and implementing scalable systems across AI automation, events, creative services, and client-focused organizations. Experienced managing stakeholder communication, operational documentation, CRM administration, process coordination, and business improvement initiatives that enhance efficiency and support organizational growth. Recognized for solving operational challenges, building structured workflows, improving collaboration across teams, and delivering organized solutions in fast-paced environments.

WORK EXPERIENCE

Business Development Representative

01/2026 – 06/2026

Magniva AI | Remote

- Coordinated business development operations across multiple industries by managing outreach workflows, CRM processes, lead qualification systems, and operational activities supporting AI automation solutions.
- Developed and maintained structured sales and client management workflows that improved lead organization, follow-up consistency, proposal coordination, and overall operational visibility.
- Managed CRM administration, pipeline documentation, reporting activities, and cross-functional communication while supporting multiple business development initiatives simultaneously.
- Collaborated closely with technical teams to align customer requirements with automation solutions, ensuring smooth coordination between operational planning and solution implementation.
- Supported business growth initiatives by identifying operational bottlenecks, organizing client information, improving internal processes, and maintaining accurate business documentation.
- Implemented standardized follow-up procedures, workflow organization, and operational systems that improved consistency across prospect management and customer engagement activities.

Design Lead / Project Coordinator (Part-Time)

02/2022 – Present

AO Social, Toronto, Canada

- Coordinated venue, sponsor, promoter, media, and partner relationships supporting nationwide event operations.
- Supported operational planning for events contributing to 80,000+ ticket sales, coordinating logistics, timelines, and stakeholder communication.
- Assisted with event execution for gatherings of more than 1,285 guests, ensuring seamless coordination across production teams.
- Managed project timelines, sponsorship deliverables, creative assets, production schedules, and cross-functional communication.
- Improved operational efficiency by organizing documentation, tracking deliverables, and supporting scalable event workflows.

Business Operations & Artist Management Coordinator

07/2026 – Present

Boi Rada Entertainment, Remote

- Coordinated music release operations including production timelines, artwork, distribution assets, and marketing deliverables.
- Built organized workflows for project management, digital assets, release planning, and creative documentation.
- Managed collaborator communication while tracking approvals, deadlines, and production milestones.
- Managed stakeholder communication throughout project lifecycles, ensuring alignment between customer requirements and production capabilities.
- Developed repeatable operational systems that improved project execution and project visibility.

- Consulted with internal business units to understand client requirements and recommend production solutions.
- Managed multiple stakeholder relationships while coordinating concurrent projects under strict deadlines.
- Coordinated multiple concurrent projects while maintaining service-level expectations and meeting strict deadlines.
- Managed stakeholder communication throughout project lifecycles, ensuring alignment between customer requirements and production capabilities.
- Collaborated with vendors and internal teams to deliver high-quality solutions while maintaining operational efficiency.
- Built strong professional relationships through consultative communication, problem-solving, and customer service excellence.

- Supported internal systems and inventory operations through accurate data entry, tracking, and documentation.
- Troubleshoot discrepancies in inventory records and resolved process-related issues.
- Utilized Microsoft 365 tools to generate reports and maintain operational records.
- Assisted team members with system-related questions, improving workflow efficiency and accuracy.

EDUCATION

Project Management Professional (PMP)	In Progress
University of Toronto, Toronto	
Graphic Design Diploma - Graphic Design	02/2021 – 09/2022
CD-ED, A Division of Eastern College, Sydney, Nova Scotia	
B.SC International Relations - International Relations	09/2013 – 10/2017
ESAE - Advanced School of Administration and Economics, Cotonu, Benin Republic	

SKILLS

Business Operations	Process Improvement	Project Coordination
Workflow Optimization	Business Systems	CRM Administration
Cross-functional Collaboration	Stakeholder Management	Documentation & SOP Development
Operational Planning	AI Automation	Inventory Management
Data Analysis	Problem Solving	Process Documentation
Objection Handling	Revenue Growth	Prospecting

SOFTWARE

Microsoft 365	Google Workspace	Slack
Zoom	CRM Platforms	AI Productivity Tools
Notion	ClickUp	Trello
Canva	Adobe Creative Suite	Salesforce CRM