**Gulfjobseeker.com CV No:** **1313550**

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**JOB OBJECTIVE:**

To work in an organization where all the experiences, skills and capabilities I have acquired could be best utilize and which could be an avenue for my professional growth and personal development. To be able to make enormous contributions to the realization of the vision and mission set by the company.

 **SKILLS:**

* Skilled in administrative and secretarial support with inter office coordination.
* Customer service and Sales oriented.
* Team player and Trustworthy
* Analytical and Fast Learner
* Possess strong numeric and analytical skills.
* Advanced 0pera and Vicas skills.
* Good IT skills including Microsoft Office - Word, PowerPoint.
* Resource planning
* A capable organiser
* Excellent people skills, leadership’s skills and customer focus.
* Good communication skills.
* A proactive approach to problem solving.
* Able to work closely with customers, often in joint client/consulting teams.
* Flexible & adaptable, able to work well individually and within a team.
* Ability to perform under pressure and deliver to challenging timescales.
* Ability to handle confidential information.
* Proactive, taking the initiative to explore issues and to generate new ideas and approaches.
* Having a creative, analytical, practical and thorough approach to resolving issues

**EDUCATION AND QUALIFICATIONS:**

* **Aug 2012- Aug 2013** Certified Human Resources Management Professional (America Institute of Business & Management, America)
* **October 2013** Certificate in Human Resources Management (Zabeel International Institute of Management & Technology, Dubai)
* **June 2011- June 2012** Advance Certificate in Management (Nigeria Institute of Management)
* **Sept 2005- Sept 2010** Bsc. Political Science (HONS) (Tai Solarin University of Education Nigeria)

**PROFESSIONAL EXPERIENCE:**

October 2012—till date **Security Supervisor**

**Citymax Hotel Al barsha**

**Dubai, UAE.**

* Supervising all security related issues and making sure all security procedures are followed.
* Training security staffs and bringing out the best out of them.
* Revising security procedures on daily basis
* Maintaining all fire extinguishers and equipments and making sure they are in good conditions
* Carrying out all other securities duties in relation to daily occurrences

March 2011—May 2012 **Customer Service Representative**

 **Primetime Recruitment**

**Lagos State, Nigeria**

* Drafting letters and making calls on behalf of clients also referring clients to specialist caseworkers for complex resolution
* Assisting clients to negotiate with companies and service providers to resolve any difficulties.
* Identify consumer issues & ensuring insights are applied to drive growth
* Utilised multiple systems to obtain information and resolve queries at first touch
* Liaised with various departments to ensure satisfactory resolution of customers’ queries
* Ensured all procedures and risk processes were adhered to at all times
* Built good rapport with both regular & premium customers and pursued sales opportunities where applicable
* Interviewing clients face-to-face and over the phone to establish their needs

October 2010—Feb 2011 **Sales Executive**

 **Airtel Telecommunication Company**

 **Oyo State**, **Nigeria**

* Field sales of Airtel Sims cards, phones, and other Airtel accessories.
* Executing sales procedures, strategies and other works and assignment related to sales dept.
* Online sales of Airtel Sims and other telecommunication devices.
* Coordinating and implementing annual sales procedures and strategies.
* Working cross departments (collaborate work with marketing department)

**PERSONAL BACKGROUND:**

*Nationality:* Nigerian

*Date of Birth:* July 10, 1987

*Marital Status:* Single

**SEMINARS AND TRAININGS ATTENDED:**

Young leaders and Entrepreneur Summit 2011 (Nigeria)

Human Resources and Business Development Training (Zabeel Int’l UAE)

Fire Fighting and First Aid Training (G4S UAE)

**ORGANISATIONAL MEMBERSHIP:**

* America Institute of Business and Management (AIBM)
* Nigeria Institute of Management (NIM)
* Junior Chamber International (JCI)
* Rotary Club of Nigeria (RCN)