**Dave**

Dave-231448@2freemail.com

**SUMMARY:** A Sales professional with appetite for challenge and responsibilities; more than 5 years experience in sales, customer service, business development and merchandise;competent in selling products, managing promotions, lead generation, inventory control, deal closure, processing customers’ inquiries and proffering best-practice solution. I have clear objectives of customer satisfaction, promoting organizational values and achieving set goals; personal development and career growth.

**WORK EXPERIENCE**

**Polaris Bank Limited** (2017 - 2019)

Location: Mafoluku, Lagos Nigeria

Position: Client Relationship & Customer Service Officer

**Responsibilities**

**Main task**: Answering questions and resolving problems; provides operational support, and selling financial products.

* Resolve issues and answer questions on bank cards, service fees, interest rates and products.
* Check account balance and providing account details
* Timely response to clients inquiries via email, phone and direct contact
* Recommend financial products and e-services
* Follow up on transactions and providing support for marketers.
* Assist customers with cash pick-ups and deposits
* Sells and provides information on financial products
* Processing Clients inquiries

**Rasasi Perfumes Industry LLC** (2015 - 2017)

Location: Dubai, United Arab Emirates.

Position: Retail Sales & Business Development Representative

Responsibilities

* Generating sales lead and closing deal
* Handling client’s accounts; meeting with customers, identifying potential distributors.
* Managing the sales process for new prospects, from initial contact through closure: giving quotations and negotiating prices and credit terms with clients.
* Processing customers’ inquiries and ensuring satisfaction.
* Sales analyses and projections as a support role for Manager
* Preparing sales contract and monthly report.
* Market research, survey and report
* Product demonstration and presentation
* Manage returns of merchandise
* Up-selling, cross selling and suggestive selling at showroom during peak periods.

**McTina Electronics** – Ilorin, Nigeria

Position: Retail Sales Representative (2013 – 2015)

Responsibilities

**Main task**: sales, merchandise, promotion, inventory and feedback on customer satisfaction

* Greet, direct and serve customers maintaining company values.
* Complete target-based sales: up-selling, cross selling and suggestive selling
* Inventory: receive deliveries, participate in weekly and monthly inventory
* Merchandizing: creative display of products and restocking sold items.
* Promoting newly launched products and offers
* Generating feedback from customers to measure customers satisfaction
* Team work to ensure smooth sales and customer service
* Constant update of product knowledge and training in product demonstration.
* Ensure positive and clean selling environment.

**BASIC SKILLS**

* Good verbal, written Communication
* Excellent Administrator and Negotiator
* Good Listener and quick learner
* Analytical and Problem Solving
* Relationship management
* Excellent Customer relationship
* People Management
* IT skill: competent in Ms Word, Excel, Power Point; SPSS
* Excellent Leadership skill
* Excellent Time Management skill
* Highly Motivated and Goal-getter

**EDUCATIONAL ATTAINMENT**

* Bachelor of Science Degree in **Statistics** – University of Ilorin, 2013
* Graduate Certificate in Management – Nigeria Institute of Management, 2014
* Proficiency Certificate in Management – Nigeria Institute of Management, 2014

**PERSONAL PROFILE**

Date of Birth: 24 March, 1988

Nationality: Nigeria

Marital Status: Married

Languages: English and working knowledge of Arabic

Visa Status: 3 months tourist visa

**HOBBIES**

Reading, playing chess, running/jogging, and music