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**PROFILE**

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To exhibit intellectual, analytical and creative ability to learn quickly, identify issues, make judgments and propose solutions and also to work effectively with others in a diverse team

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**KEY SKILLS**

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| --- | --- |
| * Customer Relationship Management (CRM) * Oral and written communication * Financial literacy * Team player * Proficient knowledge of Microsoft packages | * Leading and Motivating a Team * Managing Internal Relationship * Pro-activity * Interpersonal and organisational skills * Problem-solving * Strategic Thinking |

**WORK EXPERIENCE**

ROCKSTORM NIG LTD (LOUNGE ONE VIP) **Oct 2012 – Present**

**CUSTOMER SERVICE MANAGER**

* Oversaw daily activities and supervise a team of Customer Service Representatives who provided technical support to company’s customers.
* Solve all major customer problems/queries that subordinates ARE not able to solve.
* Trained and supervise customer service professionals to ensure optimum satisfaction of clients.
* Led the process of hiring customer service representatives.
* Assist and advise customers regarding usage and benefits of organization’s products and/or services.
* Communicate with customers to receive their valuable feedbacks and suggestions for improvement ON products/services.
* Create and maintain tailor-made customer care training program.
* Provided customers with on-the-spot solutions and, when necessary, refunds when dis-satisfied with services.
* Documented and maintained reports related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in products/services.

VANILLA STAR RESTAURANT, Abuja, **Oct 2011 – June 2012**

**MANAGER**

* Supervised all in-house aspects of the restaurant, from in-house decorations to menu selection.
* Managed different areas of restaurant operations such as customer relations, vendors’ relations and inventory control.
* Specialized in training and motivating new staff regarding their work and responsibilities.
* Controlled the overall cash flow on a daily basis to meet the weekly expenditures.
* Maintained accounting books regarding employee payroll and sales summaries of the restaurant.
* Helped in promoting business through social interaction in community events.
* Estimated the daily food consumption and placed orders with suppliers accordingly – Ordered utensils and contacted merchants regarding their supplies on a regular interval.

TEENEE TODD DAYCARE/PRE SCHOOL, Abuja **Mar 2011 – 2011Sept**

**SUPERVISOR / CAREGIVER**

* Plan and implement activities to meet the physical, emotional, intellectual and social needs of the children in the program
* Provide nutritious snacks and lunches
* Provide adequate equipment and activities
* Ensure equipment and the facility are clean, well maintained and safe at all times
* Provide weekly and monthly schedules of activities
* Develop culturally appropriate programs and activities
* Develop activities that introduce math and literacy concepts
* Establish policies and procedures including acceptable disciplinary policies
* Be familiar with emergency procedures

NEW CID COSMETICS, London, UK **June 2007 & Oct 2010**

**MANAGER**

* Dealing with staffing issues, interviewing potential staff and conducting appraisals.
* Manage and motivate the team to increase sales and ensure efficiency.
* Manage stock levels and making key decision on stock.
* Analyze sales figure and forecasting future sales volumes to maximize profit
* Providing and organizing training and development.
* Ensuring standards for quality, customer service and health and safety are met.
* Respond to customer’s complaints and comments.

GASOIL ENGINEERING LIMITED, Lagos. **May 2004 - Dec 2004**

**Industrial training attachment**

* Daily cash flow records
* Daily cash summary
* Daily reconciliation of sales against return

**EDUCATION**

MBA (**HUMAN RESOURCES MANAGEMENT) 2014-2016**

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

BACHERLORS OF SCIENCE DEGREE IN ECONOMICS (HONS) **2002– 2006**

Second Class (lower division)

**MADONNA UNIVERISTY, Nigeria**

GCSE (WAEC, NECO) **1994** - **2001**

Credits achieved

**FEDERAL** **GOVERNMENT** **GIRLS’** **COLLEGE**, Oyo, Nigeria

**TRAININGS** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Management Course

**GLOBAL PROJECT MANAGEMENT COLLEGE UK**

Customer Service STRATEGIC Training COURSE

**SWAN ELITE**

**LANGUAGE**

ENGLISH (FLUENT)