**RESUME**



**PERSONAL PROFILE:**

Name: SODIQ

Nationalty: Nigeria

Marital status: single

Date of birth: 28 august 1985

Sex: Male

Email: sodiq.304212@2freemail.com

Visa status: Residence

**CAREER OVERVIEW**, Over 6 years of work experiences in banking ,sales and in customer service.

**CAREER OBJECTIVE.** A hospitality professional seeking for a job in banking, sales and customer service care position in a dynamic organization to effectively utilize my skills and potential while enable the organization to achieve its goals and objectives.

**CAREER BACKGROUND**

**Company:** Burj parking management, Dubai UAE

**Period:** May 2015 till date

**Position:** Customer service attendance/Assistance supervisor

**Work description**

* Resolving parking lot disputes that occur between customers.
* Notifying head office of pay-and-display meters, signs and lines in need of maintenance.
* Record all incidents in the appropriate format and write concise and accurate incident reports as necessary.
* Deposit cash to company account and submission of teller to site supervisor or manager.
* Making report of entry &exit flow of vehicles and cash collections.
* Attend to customers enquiries and provide accurate service throughintercom and physical.
* Assist in all management&supervision of all official work done by supervisor.
* Operate control room if operator is not available
* Provide proper training to new attendants and control room operator.
* Operate POF machines(paid machine).
* Check and manage all parking floors and location.

**Company:**Offa community bank [OCB], Kwara state, Nigeria

**Period**: 2013-2015

**Position:**Sales executive.

**Work description:**

* Record all transactions.
* Serving over 50 priority customers in each day.
* Cash handling and cash up large amounts of money.
* Provide excellent customer services as per company policies and procedures.
* Cross sell new bank products to the customers.
* Open accounts, including savings and checking.
* Attend to customers enquiries and provide accurate service.
* Check for photo identification.
* Exchange foreign currency.
* Handle loan repayments and cash cheques.
* Observe confidentiality of bank data.

**Company:**World food program [WFP] –Nigeria

**Period:** April 2012-2013

**Position:**Research Assistant

**Career Highlight**: The best Research Assistant in the whole period

**Work Description:**

* Collect and analyze data
* Report writing
* Team leader in charge of 10 people
* Conduct literature reviews
* Prepare interview questions
* Manage and respond to project related emails
* Maintain accurate records of interviews, safeguarding the confidentiality of subjects as necessary.
* Summarize project results and interviews.
* Other duties as assigned from time to time.

**COMPANY**: V.K. Enterprises, Lagos Nigeria

**Period:** 2011-2012

**Position:**Sales Representative

**Career highlight:** Best sales Rep.of the month[twice].

**Work Description:**

* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
* Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
* Focuses sales efforts by studying existing and potential volume of dealers.

**TRAINING AND SEMINARS:**

* Customer service training.
* Developing customer satisfaction mindset.
* Problem resolution skills.
* Accounting and finance training.
* Basics communication skills.
* Handling confidential data skills.
* Diplomatic approach to ccustomers.

**I.T. SKILLS:**

* Microsoft Word.
* Microsoft outlook.
* Microsoft Excel.
* Burj park computer data base training.

**EDUCATIONAL PROFESSIONAL QUALIFICATION:**

* Senior secondary school certificate examination[SSCE] -2004,Nigeria
* Bachelor degree (BBA) in Banking and Finance – 2009, Nigeria
* Leadership and management skills -2016, Dubai

**Character references available on request .**