**DORCAS**

Email: dorcas.380985@2freemail.com

**PROFILE**

Am a strategic and well organised fellow who plans and create measures to meet short and long-term objectives ensuring high quality results are delivered. I have achieved excellent analytical and problem-solving skills with the expertise to take on audit and research projects. I can undertake business analysis, development and management and also deliver business results for organisations. I am passionate and keen to take on this job as it offers me the opportunity to utilise and develop my career expectations setting me as an asset in the industry.

**SKILLS**

* Excellent verbal and written communication skills
* Excellent understanding of research methods
* Excellent analytical and problem-solving skills
* Attention to details
* Good team player

**WORK EXPERIENCE**

**May 2016 - Feb 2018 Martrite Superstores – *Assistant Manager Operations***

* + Implemented team initiatives resulting in more than 25% increase in the organisations turnover for year 2017.
	+ Increased employee productivity by successfully mentoring, coaching and training new and existing employee.
	+ Managed entire store schedules to achieve controllable expenses, achieve profit target while delivering exceptional service through adequate sales and payroll forecasting.
	+ Managed door to floor process and replenishment process, ensuring they are executed to company guidelines to meet in-stocks needs to drive customer satisfaction.
	+ Focused on market trends in the industry, understood forthcoming customer initiatives and monitored competitors.
	+ Presented sales, cross selling goals and performance updates to the management team daily.
	+ Responsible for truck unload process, payroll management, scheduling, inventory, frontend, stockroom functions and in-stocks.
	+ Oversaw all account payable functions, including disbursement and customer vendor relations, ensuring all queries are responded to within stipulated time frames.
	+ Audited procurement team report periodically to control risk, prevent fraud, ensure maximum savings and maintain regulatory requirements.

**Jan 2014 - July 2015 Birmingham City University – *MSc Student***

* + Analysed, Interpret and synthesise learning from research sources
	+ Provided recommendations on how to maximise opportunities
	+ Expressed ideas, result and recommendations
	+ Conducted focus-group/Team-work course work and assignments

**Nov 2012 - Oct 2013 National Youth Service Corps – *Computer Science Tutor***

* + Planned, prepared and delivered lessons
	+ Taught according to the educational needs of students
	+ Adopted and worked according to the school’s development plan
	+ Assigned, corrected and marked assignment and classwork carried out by my students
	+ Assessed, recorded and reported the progress, attainments and behaviours of my students
	+ Promoted the general progress and well-being of students
	+ Communicated, consulted and cooperated with other members of school staff
	+ Reviewed and evaluated my teaching and learning strategies in line with curriculum
	+ Advised and cooperated with the school heads in preparing lesson note
	+ Maintained good order and discipline amongst students
	+ Participated in staff meetings as well as school assemblies
	+ Conducted training and mentor-ship programmes in reproductive health, HIV/AIDS prevention and care methods

**EDUCATION**

Jan 2014 - Sept 2015 Birmingham City University

**MSc. Enterprise Systems Management**

**Distinction**

Sept 2008 - June 2012 Covenant University

**BSc. (Hons) Management Information System**

**Second Class (Upper)**

**CERTIFICATIONS**

* SAP Certified Application Associate - Modelling and Data Management with SAP BW 7.3 & SAP BI 4.0 August 2015
* CGM (Certified Graduate Member) conferred by Nigerian Institute of Management Chartered (NIM) October 2013

 **INTERESTS**

* Life Long Learning and Research ­
* Information Technology and Management Consulting ­
* Contributing positively to lives

**REFERENCES**

Reference Available on request