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***CURRICULUM VITAE***

**RICHARD**

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**PERSONAL INFORMATION:**

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# CAREER SUMMARY:

* Two years and six months experience and extensive training performing port operations,Clerk:remote tally information system (RTIS), supervising as well as training CLERKS on the usage of PDA,MDT & RTIS with emphasis on improving operations, efficiency, ensuring organizational productivity consistency and daily operation activities reports in Dubai Port Authority.
* Over four years of teaching cum administrative experience in educational settings; particular skill in evaluating, keeping records, writing reports and establishing rapport with people (parents) from diverse background.
* More than two years as a knowledgeable and effective Customer Relation Officer working with individuals, groups, and facilities, with particular emphasis on relating and solving customers’ issue.
* Years experience as a sales professional with management experience in the fashion (family business in reputable boutique), with emphasis on daily sales report, purchasing, inventory management and supply chain analysis.
* Over two years’ professional experience and dynamic business oriented in food and beverage in the hospitality industry.

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# POSITION DESIRED:

Port Operations, Sales Staff, Sales Executive, Marketing Executive, Stock Controller, Ground Crew, Airport Services or Operations, Customer Service, Waiter, Cabin Crew and Cargo Supervisor.

# AREAS OF EXPERTISE

# Port Operations management Guest Relation Management Customer Care strategies

# Sales & profit Targeting Sanitation & Nutrition Quality Assurance

# Management Reporting Business Research Strategic Sales Approach

# EDUCATION:

University of Ado-Ekiti, Nigeria 2007 – 2012

Award received: Bachelors’ degree in Economics education (B.Sc. Ed)

# Kwara State College of Education, Oro Nigeria 2001 – 2004

Award received: Nigeria Certificate in Education (NCE)

# Owode Secondary School, Owode-yewa, Ogun State 1997-1999

# Award received: West African Secondary School Certificate.

# Community Primary School, Ogbagi-Akoko, Ondo State 1986-1992

# Award received: Primary School Leaving Certificate

# TECHNICAL SKILLS AND COMPETENCIES:

# DP World Training Centre Jebel Ali, Dubai, United Arab Emirates

* International Maritime Dangerous Goods (IMDG).
* Varied means/method of handling conventional cargo (over weight/height cargos).
* Working at the height skills training.
* Safety induction.
* Logically and technically usage of Very High frequency (Radio)
* MDT/PDA/RTIS

# WORKING EXPERIENCE:

**DP WORLD CONTAINER TERMINAL 3 (DEC. 2013- MAY 31st 2016)**

Jabel Ali, United Arab Emirates Region

Designation: Achieves Clerk- Quay Crane & Remote Tally Information System (RTIS in-charge)

* To minimize delay in operations within acceptable turn-around-time in order to increase productivity performance level.
* To coordinate all other tally clerks (RTIS) assigned to work under my span control.
* To ensure that adequate numbers of RTIS tally clerk needed for tally operation is duly assigned.
* To assign location for terminal TRUCKS through computer or manual updating.
* To trouble-shooting any problems militating terminal TRUCKS from getting delivery locations through computer or manually.
* To systematically set and assigned lane for terminal TRUCKS to quayside for easy loading of containers/cargoes or receiving discharge containers/cargoes through OPUS or CHASSIS ALLIGMENT SYSTEM (CAS).
* To ensure that container damage such as seal missing, international maritime dangerous goods (IMDG) placard discrepancy are clearly identified and updated.
* To work in partnership with labour foreman, supervisors and planning section in order to ensures that CONVETIONAL CARGOS, such as hatch-covers; gear-boxes and over-weight/height cargo (OOG) are correctly, properly handled and updated.
* To work in partnership with labour foreman, vessel foreman, supervisors and planning department for disseminating and retrieving timely information about operations.
* To ensure that MDT, VHT radio and documents i.e. crane sequence sheet are available prior to offloading or loading.
* To update in the system and manually marked in the sequence sheet order in which the containers are loaded and discharged in the vessel.
* To present damage report to the vessel chief crew/officer for signature prior to sending to the yard.

WORKING AS: Customer Relations Officer

* To ensure prompt registration and fixing of radio frequency identification (RFID) on trucks.
* To direct customers to various units in respect of their requests.
* To ensure proper administrative records of vehicles and other miscellaneous activities.
* To follow-up on customers’ requests in order to ascertain consummation of same

**UNIVERSAL BASIC EDUCATION BOARD (JAN.2009-OCT.2013)**

Abeokuta Ogun State, Nigeria. Designation: Teacher

* Helps Students learn by imparting knowledge to them
* Set up a situation in which students can and will learn effectively.
* Guides students to choose a career.
* Guides students to bring out their skills and potentials.
* Ensure students learn from known to unknown.

# FALOMO BOUTIGUE FASHION SHOPPING COMPLEX (JUN 2006 - SEPT. 2007)

Falomo, Ikoyi Lagos, Nigeria.

Designation: Sales Staff

* Ensures that customers have a pleasant shopping/buying experience and completing many other duties.
* Ensures that proper level of stock is maintained and displayed appropriately with proper signage and favorable shelf placement (that includes set-up as well as stocking)
* Build the harmonious relationship both with customers, staffs and suppliers.
* Takes action to resolving customers’ issue in order to achieve the set objective of the organization.
* Ensures that exemplary customer service to people, mannerly responding to their complaints, accurate information and timely prompt solutions are rendered to their inquiries or problems at all times.

# SARAH &SONS’ BABIES FASHION BOUTIGUE CENTRE (AUG. 2004 - APRIL 2006)

Owode Idiroko, owode-yewa, Ogun State, Nigeria.

Designation: Sales Executive.

* Ensures that all customers are received in with loveable smiling.
* Ensures that you’re professionally prepared to assist, or direct customers to where he/she needs to be at a particular periods of time in order to meet up with store sales target.
* Ensures that customers’ requests are follow-up in order to ascertained consummation of same.
* Take actions to provide a conducive environment for customers and staff.
* Make sure that customers issue are resolved, provides timely information and actively responding to their inquires, or problems.

# NOBLE PRESTIGE HOTEL (JULY 1999- JAN. 2001)

# Owode-yewa, Ogun, Nigeria

# Designation: Waiter

* Takes proper care of customers/ travelers.
* Ensures that a proper level stock is maintained and displayed appropriately, with proper signage and favorable shelf placement (that includes set-up as well as stockings)
* Taking orders and serving the customers’ to their satisfaction.
* Ensures smooth operation and efficiency in clearing and cleaning the tables always.
* Build cordial relationship both with the customers and suppliers.
* Provides hospitable environment for both staff and customers.
* Prepares end of day reports of business transactions.
* Takes action to resolving customers’ issue to achieve the set objective of the organization.

**Declaration:** I, Richard hereby declare that all information provided above is of utmost truth to the best of my knowledge.