|  |  |
| --- | --- |
|  | **Samuel**  Dubai,, UAE  C 16, International City, China Cluster Dubai,, UAE |

**Professional summary**

Motivated business and development analyst with years of proven professional records. Recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team building record. Multi-talented team member able to take on any required task and adapt to changing conditions with resourceful and hardworking mindset.

**Work history**

|  |  |
| --- | --- |
| January 2018  －  October 2019 | Cool Waters Health Agency Pennsylvania, U.S.A  Customer Relationship Manager   * Engage in client relationship building and client satisfaction by initiating and building effective relationships at all levels with the client. * Assume responsibility as needed and appropriate for client relationships as it relates to day-to-day operations. * Overseeing client contracts and portfolio with the objective of securing renewals and additional business based on identifying a need or where appropriate. * Resolved issues quickly to maintain productivity goals. * Delivered an exceptional level of service to each customer by listening to concerns and answering questions. |

|  |  |
| --- | --- |
| March 2016  －  January 2018 | Pennsylvania State Employees Credit Union Pennsylvania, U. S. A  Business Development Officer   * Independently manage finance procedures, sales of financial product and packages to potential clients, general financial and accounting support for clients, finance activities reporting, and administrative support. * Financial support to customers, design marketing strategies to increase high sales of financial products. * Strengthen communication among co-workers and the centre community. * Delivered an exceptional level of service to each customer by listening to concerns and answering questions. * Developed new process for employee evaluation which resulted in marked performance improvements. * Implemented marketing strategies which resulted in 12% growth of customer base. |

|  |  |
| --- | --- |
| September 2013  －  November 2015 | Knightsbridge Global Services Dubai  Operations Supervisor   * Create a report to update the company about team progress Provide administrative support and direct support to the director of finance including clerical duties to the department of finance & supply. * Interact professionally with all levels of staff and maintain the highest level of confidentiality; known for tact and diplomacy in handling sensitive issues. * Motivated and trained employees to maximize team productivity. * Enhanced operational efficiency and reduced labour expenses by developing and optimising standard practices. * Monitored daily and weekly key performance indicators to maintain on-track status. * Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement. |

|  |  |
| --- | --- |
| February 2011  －  December 2013 | Ogun State Local Government Ogun State, Nigeria  Clerical Finance Officer   * Researched and updated all required materials needed for firm and partners. * Assisted various business departments with document organisation and dissemination during acquisitions. * Supported Director of finance with daily operational functions. * Maintaining and updating inventory, database, mailing and filing systems. * Opening, sorting and distributing incoming mail, answering correspondence and preparing outgoing mail. * Organizing and mailing bills, policies, checks, contracts and invoices |

**Skills**

|  |  |
| --- | --- |
| * Operations management * Project Management * Relationship building * Strategic Management * Training and development * Communication skills * Conflict resolution | * Client assessment and analysis * Team & Organizational leadership * Strong verbal communication * Attention to detail * Problem solving * Time management * Customer service |

**Education**

|  |  |
| --- | --- |
| 2019 | Harvard Business School Boston  Certificate of Higher Education: Sustainable Business Strategy |

|  |  |
| --- | --- |
| 2018 | Central Penn College Summerdale  Master of Arts: Organizational Leadership & Development Analysis |

|  |  |
| --- | --- |
| 2012 | Olabisi Onabanjo University Ago Iwoye  Bachelor of Science: Business Education |

**Certifications**

* Member of International Business Management Institute
* PMP (Project Management Professional) conferred by Project Management Institute
* Strategy & Operations conferred by International Business Management Institute

Personal Contact : [Samuel-378996@2freemail.com](mailto:Samuel-378996@2freemail.com)

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686