**DORCAS**

Email: [dorcas.380985@2freemail.com](mailto: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