

ABIOLA SOLOMON AKIN

ADDRESS: 99 Ade street, Ogudu, Lagos.. E-MAIL: ixxxxxxxx@gmail.com TEL NO.: 0806359xxxxx.

DATE OF BIRTH: 5 May 19xx. NATIONALITY: Nigerian

LANGUAGES: English (Fluent); Igbo (Fluent); Yoruba (Intermediate)

PROFILE

I am a dynamic retail and business development executive with about five years of practical and diverse experience providing logistics, marketing, sales, customer service and office administrative support, with proven ability to generate sales and revenue. An analytical and creative thinker, and a team player. I am highly attentive to details, and also ardently passionate about providing business support with strong skills in collaboration, interpersonal relationship, communication (written and oral), research, report writing and presentation, negotiation and persuasion, sales, customer service and relationship, and problem resolution.

ACADEMIC DEGREES

University of Lagos

Professional Masters in Business Administration (MBA)

- Thesis in Operations and Production Management

Lagos, Nigeria

January, 2016 – 2018

University of Nigeria

BSc Microbiology

- Second Class Upper Honors.
- Distinction in BSc Project work and seminar.
- Class treasurer for two consecutive years (2008 – 2010)

Nsukka, Nigeria

November, 2006 – 2010

PROFESSIONAL EXPERIENCE

United Parcel Services (UPS)

Retail Sales/Client Service Executive

- Attending to customers' requests, enquiries and complaints via phone calls, emails, one-on-one interactions, social media instant messaging etc, and presenting solution to them for efficient services delivery aimed at customers' satisfaction and company's profitability.
- Selling of company's services to walk-in customers.
- Preparing proforma invoices for customers on request.
- Daily cash receipts from customers and submission to company's cashier; and reporting via email to the company's Finance and Accounts department.
- Creating and maintaining customers' database for after-sales services and for keeping customers informed on company's deals and promotions.
- Preparing regular reports on office expenses and raising vouchers for floats.
- Proper documentation of sales receipts, invoices and other important office documents.
- Handling and managing of office equipment.
- Managing office supply stocks and placing orders.
- Corresponding with key departments to ensure efficient service delivery and for problem resolution.
- Handling onboarding training for new staff in the unit, as well as provision of general office administrative support.
- Compilation of detailed reports on overall office administration.
- Reporting business findings and recommendations to the unit head via detailed emails.

Lagos, Nigeria

Mar, 2015 – Present

Aiico Insurance Plc

Business Development Executive

- Generated business leads, and pitched company's services to prospective clients.
- Prospected for new clients through calls, referrals and networking, and sold companies'

Lagos, Nigeria

August, 2012 – Jan., 2015

policies to them.

- Developed and maintained rapport with new and existing clients in order to achieve sales targets.
- Researched the market to identify potential target customers and new businesses, following up on new business opportunities, arranging meetings, preparing and making presentations.
- Followed up on clients' enquiries and giving swift feedback.
- Opened and managed clients' accounts.
- Leadership: lead and assisted sub-unit sales teams, followed up on team members to ensure timely and excellent completion of assigned tasks, reviewed work done, provided coaching and assistance, gave timely feedback and generally ensured high team morale.
- Wrote reports.
- Worked to weekly and monthly sales target and reported to unit manager.

National Youth Service Corps (NYSC) – Cadbury Nigeria Plc.

Lagos, Nigeria

Quality Packaging Officer

July, 2011 – July, 2012

- Worked with the quality packaging assurance team to inspect, analyze and monitor supplied, stored and production floor packaging materials to ensure compliance with company's specification.
- Detailed reporting to the quality assurance manager.

TRAININGS AND CERTIFICATIONS

- Bank of Industry training and certificate of participation in the 2016 Youth Entrepreneurship Support program (Yes-P). Dec 2016
- African Management Initiative training and certification in Customer Relationship Marketing (CRM) and Brand building. June 2016 – Dec 2016
- World Bank's training and certification in Computer, Communication, Cognitive and Professional Development. Jan 2012 – June 2016

Other trainings

- UPS Retail Sales and Customer Service training
- UPS training in General office administration and support
- UPS training in Billing, Tariffing and Product pricing
- Aiico Insurance training in marketing and B2C, B2B sales

LEADERSHIP AWARDS AND RECOGNITION

- First prize winner UPS ISMEA district 'Shark Tank Challenge' Nov/Dec 2018
- UPS retail sales special recognition for centers' revenue growth in 2017, and second and third quarter 2018.
- Position 4 of 10 best unit's BD executive in Aiico Insurance Agency. Nov. 2014
- Most outstanding leader, Believers' Loveworld Campus Fellowship. June 2009
- Second prize winner in the 2004 National Summit Essay competition for Federal Government Colleges. Aug., 2004

COMPUTER SKILLS

- Proficient in Microsoft Office (Excel, Word, PowerPoint, and Outlook), internet and email tools.

HOBBIES

- Teaching, Researching, Content development and writing, and Developing ideas for SMEs start-ups.

