

Mariam Said

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EXPERIENCE

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| From 09/20 to Present | Marketing and Operational Manager—Ilera Agro Processing <ul style="list-style-type: none">• Authorizing and tracking diesel consumption daily in order to check for generator accuracy and tank security• Maintaining physical stock records for raw material, ingredients, and spare parts• Managing car maintenance periodically and updating car-related documentation• Boosting the company's online traffic by creating an Instagram page, generating content, and tracking engagement• Developing a marketing plan that focuses on product promotion by means of school visits aimed at introducing students to our products through fun activities and free giveaways• Establishing connections with distributors and successfully expanding our distributorship• Overseeing all production line activities in order to ensure quality control and to relay any possible issues to heads of departments | Kano, Nigeria |
| From 12/18 to 02/20 | Customer Service Representative—Silverwings Travel Agency <ul style="list-style-type: none">• Handled customer inquiries and settled customer demands in accordance with company policies• Processed payments and recorded financial transactions via Quickbook• Identified and met monthly sales targets• Promoted company services through various social media channels and increased engagement with company pages | Kano, Nigeria |
| From 01/16 to 10/18 | Manager—Sea Sweet Bakery <ul style="list-style-type: none">• Ensured customer satisfaction by displaying a courteous and helpful attitude and by quickly assisting customers whenever necessary• Handled payments, issued customer invoices, and tracked financial transactions• Oversaw staff behavior and guided employees when inquiries arose | Kano, Nigeria |
| From 08/14 to 12/15 | Store Manager—Jam Gift Store <ul style="list-style-type: none">• Recorded inventory on a timely basis• Tended to customer needs by means of product suggestions and sales assistance• Maintained an organized space by developing a system for product arrangement• Provided store employees with necessary training and supervision | Kano, Nigeria |

EXTRA CURRICULAR ACTIVITIES

Personal Trainer

- Provided personal training in gyms and homes for 70+ individuals
- Designed an intensive PT bootcamp to train 30 individuals

EDUCATION

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| From 05/21 to 05/22 | University of Maryland, College Park edX <ul style="list-style-type: none">• Completed certificate for “Marketing Innovative Products and Services” course with a grade of 97% | Maryland, U.S.A. |
| From 09/98 to 05/13 | Lebanon School Kano <ul style="list-style-type: none">• Completed Cambridge O-Level Certificate with an A+• Received merit award grades 10-12 | Kano, Nigeria |

SKILLS

Languages: Fluent in English, Arabic, Hausa, and Pigeon English

Computer Skills: Microsoft Office, Google Workspace, Quickbooks