

## Mariam Said

Kano, Nigeria | +234-80-89999900 | mimzsaiid@gmail.com

### EXPERIENCE

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

### EXTRA CURRICULAR ACTIVITIES

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

### SKILLS

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

**Computer Skills:** Microsoft Office, Google Workspace, Quickbooks