# **ODUNOLA NAFISAT OMOLOLA**

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*Nigeria, Oyo state*

**CAREER OBJECTIVES**

**I am a hardworking Retail sales assistant with excellent communication skills with a proven background in customers services. I likes the buzz of working in retail and especially when is it a busy period. I have experience in store merchandising, customers services, cash handling and dealing with stock and delivering as well as sending out orders. I am neat and organized and work in quit, efficient yet methodical manner. I enjoy working as part of a team environment and ensure that the store i work in meets and exceeds is target.EXPERIENCES**

**Retail Sales Assistant**

**Oando Group Ltd February 2023 till date**

* **Provide shopping advice to clients and helps locate required products.**
* **Deliver an excellent shopping experience by resolving all customer complain.**
* **Arrange and labels good conduct price audit and address discrepancies.**
* **Develop close and personal relationship with clients to ensure customer loyalty and retention.**
* **Delivered excellent customer service and improved retention rate of 98%**

**Sales Assistant Training**

**Dubai Duty free Oct 2022**

* **Working in Dubai airport**
* **Selling of merchandise**
* **Attending to customer and given them what they want to get.**
* **Served customers with knowledge, friendly support at every stage of shopping and purchasing.**

**Sparkling company Dubai United Arab Emirates April 2020 - February 2023**

* **Operates the point of sale system and handle cash transaction.**
* **Answer queries from customers.**
* **Perform cleaning and housekeeping duties.**
* **Meet and greet customer upon entering the shop.**
* **Assist customer in locating merchandise within the store.**
* **Helping customer in looking for there merchandise.**

**Churchill Estate Agent from Nigeria February 2017 - 2018**

* **Identified and communicated with potential customers, scheduled appointment with clients and maintained relationships in order to maximize future sales opportunities.**
* **Drafted and reviewed contracts and agreement created sales flyer and other marketing materials.**
* **Update and maintain office policies and procedure.**
* **Submit and reconcile expense report.**
* **Customer service orientation .**
* **Converse with clients in purchasing and assisting where the location of the land is located.**

**Retail Sales Assistant**

**Blue's Supermarket, Lagos Nigeria July 2015-june 2016**

* **Handle cases of product return, refund and exchange.**
* **Provided logistical and administrative aid to senior staff**
* **Assisting customers with finding alternative merchandise according to their needs.**
* **Displayed merchandise in a visually pleasing manners.**
* **Oversee the tagging of product to ensure correct prices are reflected.**

**SKILLS**

* **Customer service**
* **Organization**
* **Team player**
* **Inventory management**
* **Ability to implement social media campaign**
* **Cash management**
* **MS word/Excel**

**EDUCATIONAL QUALIFICATION**

**Higher National Diploma (HND)**

**Computer Science from Nigeria. 2015 to 2018.**

**Ordinary National Diploma**

**Computer Science from Nigeria 2010 to 2013.**

**West Africa Examination Council**

**LANGUAGE**

**English**

**Nigeria language**