

ABASS OMODOLAPO

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Professional Summary:

Conscientious and compassionate marketing professional with drive for sales, finance, human resource, business development, customer service, administrative and operation management. Skilled at partnering with management teams to build client-centric cultures promoting positive morale and optimizing productivity in achieving organization objective.

Core Competence

- Project Management Skills: Efficient service management to execute given tasks and achieve goals.
- Complex Problem-Solving Skills: Ability to identify complex problems, and implement solutions.
- Team Player & Leadership Skills: Ability to lead a team, resolve conflict, organize, and establish rapport.

Skills

Time Management, Microsoft Office, Flexible

- Adaptability, Project Management, Multitasking,
- Resource and Customer Management Skill
- Clients Relations Skills, Retail Management
- Quality Leadership, Sales Management

Work History

Customer Care Representatives, January 2026

MacTay Consulting Firm

- Responding to customer inquiries via phone, email, chat, or in person
- Resolving customer complaints and issues calmly and professionally
- Providing accurate information about products, services, and company policies
- Assisting customers with orders, payments, returns, or account issues
- Documenting customer interactions and updating records
- Following up to ensure customer problems are fully resolved
- Escalating complex issues to the appropriate department when necessary
- Maintaining a positive and helpful attitude at all times

Sales Representative, 2015 - 2016

Banzal Store –

- Presented and explained products and services to prospective and existing clients.
- Assessed customer needs and recommended suitable products and solutions.
- Negotiated prices, contracts, and terms of sale to achieve mutually beneficial agreements.
- Closed sales and processed customer orders accurately and efficiently.
- Built and maintained strong relationships with existing customers to encourage repeat business.
- Followed up with customers after sales to ensure satisfaction and address any concerns.

Education:

ND - (Business Administration & Management) 2013-2015
Lagos State Polytechnic

HND - (Business Administration & Management) 2016-2018
Lagos State Polytechnic
