

AGBO, MICHAEL ONOJA

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CAREER OBJECTIVES

An experienced business sales and marketing communication professional with proven knowledge and skills in marketing/sales management and supervisorship, achieving improved bottom-line results and driving sales.

To seek diverse ways in which my abilities can be stretched for the benefit of the organization. This I intend to achieve by continuously mapping out effective strategies, innovative and uncommon ideas that would bring about unprecedented customer experience and high returns on investment to my employer.

SKILLS & COMPETENCE:

- ★ Excellent human resource management and supervisorship skills.
- ★ Proficiency in the Microsoft suite.
- ★ Excellent interpersonal communication and presentation skills.
- ★ Ability to work on multiple initiatives in a highly dynamic and fast-paced environment
- ★ Ability to work under pressure with minimal supervision
- ★ Excellent customer experience management and issue resolution skills
- ★ Good process/product development and management capabilities
- ★ Good supervisory, analytical and problem-solving skills

WORK EXPERIENCE:

Mami Supermarket Akure Ondo State: 15th April, 2024 - 30th June, 2026

SENIOR SUPERVISOR:

STAFF MANAGEMENT

- ★ Coordinate work schedules and assign daily tasks to cashiers and floor staff
- ★ Train new hires and monitor team performance and grooming
- ★ Resolve staff issues and ensure proper floor coverage during all shifts

STOCK AND STORE OPERATIONS

- ★ Check inventory levels, restock shelves, and report shortages
- ★ Ensuring tidy sales floor, safe, and organized
- ★ Help manage store opening and closing duties

CUSTOMER SERVICE AND SALES MANAGEMENT

- ★ Handle customer questions and solve complaints quickly and politely
- ★ Help drive daily sales goals and promote special store offers
- ★ Ensure cash registers and point-of-sale (POS) operations run accurately

International Institute of Projects and Safety Management, Akure Ondo State

Project Management: 2023 - 2024

- ★ Project management of the projects of 2023/2024 in the state
- ★ Ondo State-wide projects coordinator for 2023/2024 projects.
- ★ Project initiation, planning & execution.
- ★ Leadership/coordination of teams across all local governments of the state.

National Youths Service Corps (NYSC)

Nigeria Television Authority (NTA) Akure Ondo State: 2023 - 2024

- ★ Television Broadcasting
- ★ News writing & reporting
- ★ Marketing of television airtime space
- ★ Corporate image management and public relations service.

African Export - Import Bank, Asokoro Abuja: 2016 to 2018

- ★ Client Relations/Client Service Specialist.
- ★ Customer relationship management
- ★ Customer success & customer support associate

EDUCATION / CERTIFICATIONS:

- ★ Benue State University Makurdi: Bachelor of Science Degree in Mass Communication.(**Second Class Upper Division**) : 2023
- ★ International Institute of Projects and Safety Management: 2023
- ★ Nigerian Institute of Public Relations (NIPR) : 2024

REFERENCES

FREDERICK OCHEME

Nigerian Customs Service Training College Ikeja,
Lagos.

Tel: 08065598057

EDEH BENEDICT

National Assembly, Abuja

Tel: 08023391178