

ADEWUNMI RAUFU IDOWU

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PROFESSIONAL SUMMARY

Organized and customer-focused graduate with hands-on experience in cashiering, teaching, administrative support, front desk operations, and brand promotion. Skilled in cash handling, record keeping, inventory monitoring, and delivering excellent service in fast-paced environments. Demonstrated strengths in communication, problem-solving, attention to detail, and teamwork, with a consistent record of supporting smooth daily operations. Seeking to bring proven customer service and administrative skills to an entry-level role in customer service, sales, front desk, or office administration.

CORE COMPETENCIES

- Customer Service & Relationship Management | Cash Handling, POS Operations & Reconciliation
- Inventory Management & Stock Control | Administrative Support & Records Management
- Front Desk Operations & Reservations Management | Classroom & Instructional Support
- Communication & Interpersonal Skills | Problem-Solving & Conflict Resolution
- Teamwork & Collaboration | Attention to Detail, Organization & Time Management

EXPERIENCE

Teaching & Administrative Assistant (NYSC)

July 2025 – June 2026

School for Handicapped Children — Rivers State, Nigeria

- Taught literacy, numeracy, and life-skills lessons to a class of 20+ students with special needs, adapting teaching methods to suit diverse learning abilities.
- Assisted the Principal with day-to-day administrative duties, including correspondence, scheduling, and maintaining 100+ student and staff records with full accuracy.
- Streamlined office filing and record-keeping systems, cutting document retrieval time by an estimated 30% and improving overall organization.
- Collaborated with teaching staff and school administration to plan classroom activities, contributing to a safe and supportive learning environment.

Cashier

2024 – 2025

AM TO PM Supermarket — Lagos, Nigeria

- Processed customer payments accurately across an average of 100+ transactions per shift, maintaining a zero-discrepancy cash drawer record.
- Maintained and reconciled daily sales records covering up to ₦500,000+ in transactions, supporting accurate financial reporting for management.
- Monitored stock levels on the shop floor and flagged shortages promptly, helping reduce out-of-stock incidents by an estimated 20%.
- Delivered prompt, friendly customer service to 80+ customers daily, contributing to a positive shopping experience and repeat patronage.

Brand Promoter

2018 – 2019

Field Promotions — Rivers State, Nigeria

- Engaged 50+ customers daily to present product features and promotions, contributing to a measurable increase in sales conversions at point-of-sale.
- Assisted with product arrangement and merchandising across multiple display points, ensuring optimal visibility and shelf presentation.
- Monitored stock levels at promotional points and coordinated timely restocking, reducing shortage incidents during campaigns.
- Built rapport with customers through clear, persuasive communication, strengthening brand engagement and recall.

Front Desk Officer

2016 – 2017

Kinder Hotel — Rivers State, Nigeria.

- Welcomed and checked in 30+ guests per shift, professionally handling inquiries, reservations, and check-in/check-out processes.
- Maintained accurate guest records and booking information across a 50+ room property, supporting smooth front-office operations.
- Resolved guest concerns promptly and courteously, contributing to consistently positive guest experiences and repeat bookings.
- Liaised with housekeeping and other departments to ensure timely room readiness and service delivery.

EDUCATION

Bachelor of Education (B.Ed.) in Special Education | 2023

Kwara State University, Malete, Nigeria.

TOOLS & TECHNOLOGIES

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Google Workspace (Docs, Sheets, Gmail)
- Point-of-Sale (POS) & Cash Register Systems | Hotel Reservation/Booking Systems
- Filing & Records Management Systems | Basic Office Equipment (Printer, Scanner, Photocopier)

INTEREST AREAS

- Customer Experience & Hospitality | Real Estate & Property Administration
- Sales & Brand Promotion | Office Administration & Records Management
- Community Service, Education & Volunteering