

AKA EMMANUEL FAVOUR

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Career Objective

To work with existing staff and facilities, contributing the best of my ability and striving for excellence and precision at all times, so as to improve organizational objectives and achieve managerial goals and targets.

Professional Summary

Dynamic and customer-focused Sales Representative Engineer and Customer Service Attendant with proven experience across engineering, retail, and service environments. Demonstrates strong ability to exceed sales targets, enhance customer satisfaction, and support smooth operational workflows. Possesses excellent communication, analytical, and problem-solving skills gained through professional work and technical training during SIWES with TCN and NAMA. Adaptable and committed to high performance.

Work Experience

Customer Attendant – TotalEnergies Marketing Nigeria Plc (July 2023 – Sept 2024)

- Provided excellent customer service in a high-volume environment.
- Exceeded sales targets through effective communication and upselling.
- Strengthened customer relationships and improved retention.
- Reduced customer wait times by optimizing workflow.
- Resolved customer issues promptly.

Site Employee – ARESCO (Sept 2022 – June 2023)

- Supported engineering teams in site operations.
- Ensured compliance with safety standards.
- Assisted with construction and technical processes.

Industrial Attachee (SIWES/IT) – TCN/NAMA (2022 – 2023)

- Trained in technical operations and maintenance.
- Assisted departments in daily engineering tasks.
- Developed technical understanding and discipline.

Student / Caterer – St. Joseph Catering School (Aug 2020 – Nov 2021)

- Assisted in food preparation and service.
- Maintained hygiene and quality standards.

Education

Yaba College of Technology – OND Electrical/Electronics Engineering (2020–2022)

Palmville College – SSCE (2016–2018)

Prosmabel Secondary School – JSSCE (2015–2016)

Florescent Group of Schools – Junior Secondary (2013–2014)

Kanmi Nursery/Primary School – First Leaving Certificate (2007–2012)

Key Skills

- Numeric & Analytical Skills
- Strong Verbal Communication
- Fast Learning Ability
- Computer Literacy
- Customer Relationship Management
- Sales & Upselling Techniques
- Problem-Solving & Conflict Resolution
- Teamwork & Adaptability

Hobbies

Reading, Singing, Listening to Music, Playing Football, Meeting People

Referees

Barrister Oyewole Rahamon – Rahamon Oyewole & Co (Akano Chambers)

Rev. Fr. Emmanuel Avoseh – Catholic Church of the Archangels, Bada