

Benjiain inu Aishatu

✉ Anitainnu6@gmail.com

☎ +2349168957112

📍 Lagos, Nigeria

Profile

Data enthusiast, an assertive, courageous, result-oriented, accurate, energetic, adaptive, self-motivated, data enthusiast, disciplined individual with a great appetite for knowledge, development, and success. Armed with these skills and my analytical mind, my aim is to contribute to the economic and business development organization at all times in all situations.

Professional Experience

05/2023 – 05/2025

Lagos, Nigeria

Sales Agent

RENMONEY MICRO FINANCE BANK

- **Provided customer-focused sales and support**, identifying client needs and offering tailored solutions to drive satisfaction and retention.
- **Managed time efficiently** to handle multiple customer interactions and meet daily performance targets with minimal supervision.
- **Maintained strong client relationships**, resolving issues promptly and ensuring consistent service through follow-ups and clear communication.
- **Communicated effectively** across teams and with clients, ensuring accurate information delivery and smooth operational workflows.

01/2022 – 12/2023

Lagos, Nigeria

Call Center Agent

TEN-POTION limited

- **Handled inbound and outbound calls**, addressing customer inquiries, resolving issues, and ensuring a positive service experience.
- **Processed orders and payments** accurately and efficiently, maintaining data integrity and timely transaction handling.
- **Resolved customer complaints** with empathy and professionalism, ensuring satisfaction and retention.
- **Conducted follow-ups** on previous interactions to ensure issues were fully resolved and service expectations met.

01/2022 – 03/2022

Lagos, Nigeria

Sales Representative/Cashier

CANDY ltd

- **Managed customer orders and inquiries**, ensuring prompt service and complete customer satisfaction.
- **Handled financial transactions**, issued receipts, and balanced daily accounts with accuracy.
- **Collaborated with the business team** to resolve raised exceptions and operational issues efficiently.
- **De-escalated conflicts professionally**, calming irate customers and directing them to appropriate resolution channels when needed.

05/2018 – 05/2019

Edo, Nigeria

Front Desk Officer/Secretary Intern

Inter Arc Consultants ltd

- **Managed calls and schedules**, directing inquiries, organizing company calendars, and coordinating business appointments.
- **Handled administrative operations**, including implementing procedures and maintaining office supply inventory.
- **Provided executive support** to the CEO by managing tasks, projects, and scheduling meetings and conferences.

Skills

Data Management & Administration

Data entry, record organization, reporting accuracy, and secure handling of confidential information.

Research & Analysis

Experienced in conducting thorough research, synthesizing findings, and presenting actionable insights for informed decision-making.

Problem-Solving & Innovation

Adept at developing creative and practical solutions to challenges, leveraging analytical thinking and resourcefulness.

Productivity Tools

Proficient in Microsoft Word, Excel, PowerPoint, and other Microsoft Office Suite applications for documentation, reporting, and presentations.

Leadership & Organizational Skills

Demonstrated ability to lead teams, coordinate tasks, and manage projects with a focus on efficiency and goal achievement.

Interpersonal Skills

Strong emotional intelligence, with a proven ability to navigate conflict, build rapport, and maintain positive professional relationships.

Education

2019 – 2022	HND in Mass Communication
Ogun, Nigeria	<i>Abraham Adesanya Polytechnic, Ijebu Igbo</i>
2016 – 2018	OND in Mass Communication
Ogun, Nigeria	<i>Gateway Polytechnic Sappade</i>

Volunteer Experience

Teaching Assistant, Sabb International School, Ikorodu

During Student Industrial Work Experience Scheme (SIWES)

- Conducted free tutorial sessions for final-year students, focusing on academic improvement and exam readiness.
- Applied strong communication and interpersonal skills to support student learning and engagement.

Interests

- Committed to continuous learning through reading and educational content.
- Enthusiastic about sports, film, and activities that promote focus and teamwork.
- Interested in leadership development and community-based initiatives.