
Francis Uthman Kolapo

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OBJECTIVE

Passionate about joining a dynamic team where I can utilize my experience and abilities to deliver exceptional results and contribute to the company's growth.

EXPERIENCE

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|-----------------------|--|
| May 2016 - Nov 2016 | <ul style="list-style-type: none">• Customer Redemption Officer
Multichoice Nigeria |
| Jan 2017 - July 2017 | <ul style="list-style-type: none">• Customer Attendant & Operations Manager
Dagbose Concept
This was a mini dstv agent Outlet. |
| Nov 2017 - Feb 2018 | <ul style="list-style-type: none">• Assistant Operator
Bia Livewell |
| Feb 2018 - Jul 2018 | <ul style="list-style-type: none">• Outlet Manager
Bia Livewell
This was a Nigerian based franchise of a Canadian based company, the company's operations were mainly, production of frozen yoghurts and smoothies. |
| Oct 2018 - March 2019 | <ul style="list-style-type: none">• Customer Service Representative
100% Home Of Fragrance
This company was at this time, one of the foremost importers of arabian produced perfume oils. |
| Mar 2019 - July 2020 | <ul style="list-style-type: none">• Inventory Manager
100% Home Of Fragrance
This company was at this time one of the foremost importers of arabian produced perfume oils. |
| Dec 2020 - Jan 2023 | <ul style="list-style-type: none">• Inventory Manager
Mahngoe Distribution
This is a commercial distribution company, that moved finished products, from indeginous manufacturers to retail stores. This business relied heavily on my previous experiences from the jobs that I held in the past. This role demanded knowledge, flexibility, in the areas of customer service, logistics planning, marketing, sales and inventory management. |
| April 2023 - Nov 2023 | <ul style="list-style-type: none">• Inventory & Logistics Manager
Sandiez Collection
This is a fashion house based in lagos nigeria. |
| Jun 2023 - Oct 2023 | <ul style="list-style-type: none">• Customer Service Representative(Part Time)
The Quallian Company
I worked as a part time customer service representative with this company on weekends. |
| Dec 2023 - Present | <ul style="list-style-type: none">• Operations Manager
Mahngoe Distribution
This is a commercial distribution company, that moved finished products, from indeginous manufacturers to retail stores. This business relied heavily on my previous experiences from the jobs that I held in the past. This role demanded knowledge, flexibility, in the areas of customer service, logistics planning, marketing, sales and inventory management. |

EDUCATION

- | | |
|-------------------------|--|
| September 2001 | <ul style="list-style-type: none">• Lafred Nursery & Primary School
Nursery School |
| September 2002 | <ul style="list-style-type: none">• Enitan Nursery & Primary School
Primary School |
| January 2004 -July 2009 | <ul style="list-style-type: none">• Mayflower Junior School
Primary School |
| 2012 | <ul style="list-style-type: none">• Neg.V Institute of Computer Studies
Computer School |
| Spetember 2009 -2015 | <ul style="list-style-type: none">• Unique Success College
Senior Secondary |
| 2021 till Present | <ul style="list-style-type: none">• Ahmadu Bello University (Distance Learning Center)
Bachelor of Science in Economics (In View) |
| 2026 | <ul style="list-style-type: none">• Alison Online
Diploma in Customer Service |
| 2026 | <ul style="list-style-type: none">• Hubspot Academy
Customer Support Training |
| 2026 | <ul style="list-style-type: none">• Alison Online
Diploma in Warehouse Management & Logistics |

- **Alison Online**
Retail Management: Customer Interactions

SKILLS

- Soft Tech skill
- Graphic Design
- Active Listening
- Analytical Skills
- Communication
- Problem Solving
- Web development
- Ui/Ux Design
- Marketing
- Critical Thinking
- Customer Service Management