

OYEDAPO AYOMIDE DORCAS

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## **PROFESSIONAL SUMMARY**

I recently completed my undergraduate studies in Chemistry at Lagos State University. Through running my own business and working as a sales representative in a company, I gained practical experience in customer service, sales, and building strong relationships with clients. I enjoy meeting new people, understanding customer needs, and helping them find the right solutions. I am hardworking, quick to learn, and looking for an opportunity to build a successful career in sales while contributing positively to the growth of the organization.

## **CORE COMPETENCIES**

- Business Development
- B2B & B2C Sales
- Client Prospecting
- Lead Generation
- Relationship Management
- Customer Retention
- Sales Negotiation
- Closing Sales
- CRM Software
- Microsoft Excel
- Microsoft Word
- Google Workspace
- Cold Calling
- Email Communication
- Market Research
- Sales Reporting
- Customer Service
- Communication Skills
- Presentation Skills
- Problem Solving
- Time Management
- Teamwork

- Goal-Oriented
- Attention to Detail

## **EDUCATION**

Lagos State University (LASU)

Bachelor of Science (B.Sc.) Chemistry Education

2022 – 2026

Expected Graduation: 2026

## **PROFESSIONAL EXPERIENCE**

### **Sales & Business Owner**

Adedoyin Scents and Clothing

2023 – Present

Responsibilities

- Identified prospective customers through WhatsApp, Facebook Marketplace, referrals and social media marketing.
- Built and maintained strong relationships with customers to encourage repeat patronage.
- Negotiated product pricing while maintaining profitability.
- Responded to customer enquiries and resolved complaints promptly.
- Managed customer orders from enquiry to delivery.

### **Sales Representative**

T&K Global Communication Company

2022 – 2024

Responsibilities

- Promoted and sold the company's products and services to new and existing customers.
- Identified prospective customers and followed up on leads.
- Built and maintained strong customer relationships to encourage repeat business.
- Responded to customer enquiries and provided appropriate product recommendations.
- Negotiated prices and closed sales while ensuring customer satisfaction.
- Assisted in achieving sales targets through effective communication and customer engagement.

## **Relevant Coursework**

- Analytical Chemistry
- Industrial Chemistry
- Environmental Chemistry
- Research Methods
- Statistics
- Laboratory Management

## **Responsibilities**

- Identified prospective customers through WhatsApp, Facebook Marketplace, referrals and social media marketing.
- Built and maintained strong relationships with customers to encourage repeat patronage.
- Negotiated product pricing while maintaining profitability.
- Responded to customer enquiries and resolved complaints promptly.
- Managed customer orders from enquiry to delivery.
- Created promotional campaigns that increased customer engagement.
- Kept accurate sales records and customer information.
- Conducted market research to identify customer preferences and buying trends.
- Achieved monthly sales targets through consistent customer follow-up.
- Managed inventory and coordinated deliveries.

## **Achievements**

- \* Successfully built a growing customer base through referrals.
- \* Increased repeat purchases through excellent customer service.
- \* Developed strong communication and negotiation skills through direct selling.

## **Student Industrial Work Experience Scheme (SIWES)**

Lagos State Environmental Protection Agency (LASEPA)2025

## **Responsibilities**

- ❖ Worked with multidisciplinary teams in laboratory operations.
- ❖ Maintained accurate documentation and reports.

- ❖ Communicated findings professionally.
- ❖ Assisted with laboratory analysis and quality control procedures.
- ❖ Demonstrated attention to detail and adherence to safety protocols.

## **SALES EXPERIENCE**

- Customer Prospecting
- Cold Messaging
- Product Demonstration
- Negotiation
- Customer Follow-up
- Sales Closing
- Relationship Building
- After-Sales Support
- Market Analysis

## **TECHNICAL SKILLS**

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Docs
- Google Sheets
- Internet Research
- Email Management
- WhatsApp Business
- Basic CRM Knowledge
- Social Media Marketing

## **PERSONAL ATTRIBUTES**

- Excellent interpersonal skills
- Strong negotiation ability
- Self-motivated
- Target-driven
- Fast learner
- Professional appearance
- High integrity
- Excellent verbal communication

- Customer-focused
- Ability to work independently
- Ability to work under pressure