

DAVID OLAWUNMI HANNAH

Lagos, Nigeria | (+234) 802 073 6490 | olawunmidavid67@gmail.com

PROFESSIONAL SUMMARY

Results-driven and dependable professional with multi-industry experience spanning customer service, inventory management, sales, administration, and operational support. Demonstrated ability to maintain accurate records, manage stock efficiently, support daily business operations, and deliver excellent customer experiences in fast-paced environments. Adept at working with digital tools, inventory systems, and Microsoft Office applications to improve efficiency and accuracy.

Known for strong interpersonal skills, attention to detail, and the ability to collaborate effectively with cross-functional teams while also working independently with minimal supervision. Possesses a solid foundation in accountancy, strong problem-solving skills, and a commitment to compliance, safety, and organizational standards. Highly adaptable, quick to learn new systems, and motivated to contribute positively to organizational growth while continuously developing professional skills.

TECHNICAL SKILLS

Tools: Microsoft Office Suite (Word, Excel, and PowerPoint), Google Workspace, Digital Communication Tools, Basic Data Entry & Record Systems.

Competencies: Customer Service & Support | Inventory & Stock Management | Administrative Operations | Record Keeping & Documentation | Team Collaboration & Leadership | Attention to Detail | Communication & Interpersonal Skills | Problem Solving | Time Management | Digital & Office Tools

WORK EXPERIENCE

Feb 2025 – Nov 2025 **Bus Marshal / Customer Support | Shuttlers - Lagos State**

- Conducted daily pre-trip inspections with drivers to ensure vehicle readiness and safety.
- Monitored driver behavior to ensure compliance with company rules and safety regulations.
- Assisted passengers with onboarding and navigation of the Shuttlers mobile application.
- Verified passenger identities and trip details to ensure correct boarding.
- Managed orderly boarding and disembarking of passengers at pickup points.
- Ensured no passenger was left behind during trips or route changes.
- Provided real-time customer support to passengers during transit.
- Responded appropriately during emergencies to ensure passenger safety and confidence.
- Maintained clear communication between drivers, operations team, and passengers.

Jun 2023 – Jan 2025 **Inventory Assistant | Homemade by Eden — Lagos State**

- Received, inspected, and recorded incoming inventory items.
- Stored items properly to maintain product quality and prevent loss or damage.
- Issued stock based on approved requisitions and production needs.
- Maintained accurate inventory records using computerized inventory systems.
- Conducted routine physical stock counts and reconciled with system records.
- Investigated and resolved stock discrepancies promptly.
- Maintained records of receipts, transfers, and issuance of goods.
- Ensured accuracy and completeness of all inventory documentation.
- Supported stock audits and inventory reviews.

Mar 2022 – Apr 2023 **Sales Representative | MTN Nigeria Limited — Lagos State**

- Engaged customers professionally to understand their needs and recommend suitable products.
- Built and maintained strong customer relationships to encourage repeat business.
- Actively promoted MTN products and services to meet sales targets.
- Coordinated sales activities with team members and other departments.
- Met and exceeded assigned sales quotas consistently.
- Provided accurate information on products, pricing, and promotions.
- Handled customer inquiries, complaints, and service requests effectively.
- Maintained up-to-date knowledge of company offerings and market trends.
- Documented sales activities and customer interactions accurately.

Nov 2017 – Dec 2018 **Administrative Secretary | Quality Wise Nigeria PLC - Lagos State**

- Welcomed office visitors and directed them to appropriate departments.
- Managed incoming and outgoing phone calls professionally.
- Responded to inquiries via telephone and email in a timely manner.
- Performed general administrative duties including filing and photocopying.
- Drafted and prepared document templates for executives and staff use.
- Maintained organized records and office documentation systems.
- Assisted with scheduling meetings and coordinating office activities.
- Ensured confidentiality of sensitive company information.

EDUCATION

2021	National Diploma (ND), Accounting Lagos State Polytechnic, Lagos
In View	B.Sc, Accounting

REFERENCES

Available on Request