

IDOWU OLUWAFEMI SAMUEL

Igando, Lagos | 08148809669 | lordpsalmz1@gmail.com

PERSONAL PROFILE

Customer-focused Business Administration professional with 4+ years experience in high-volume operations and team supervision. Strong background in POS transactions, inventory management, cash reconciliation, and delivering excellent customer service under pressure. Known for accuracy, integrity, and ability to train staff on SOPs. Final Year HND student in Business Administration at Yaba College of Technology.

EDUCATION

Yaba College of Technology | HND, Business Administration & Management | 2024 - 2026 [In view]

The Polytechnic, Ibadan | OND, Business Administration & Management | 2018 - 2021

Spring of Greatness Academy | SSCE | 2014

WORK EXPERIENCE

Eat n Go Limited | Customer Service Representative | 2022 - Present

- Managed daily cash reconciliation, POS operations, and end-of-day financial reporting
- Supervised and trained 12+ crew members on SOPs, hygiene standards, and customer service
- Maintained accurate inventory records and reduced stock discrepancies through daily checks
- Handled 50+ customer calls/ complaints daily via phone, resolved issues without escalation.

Montclair College | Assistant Secretary | 2016 - 2018

- Managed student records, attendance registers, and confidential files with discretion
- Handled official correspondence, scheduling, and administrative support for management

Forward Enterprise | Computer Operator | 2015 - 2016

- Operated computer systems for data entry, typing, and record documentation
- Supported daily office operations and customer transactions

SKILLS

Cash Reconciliation • POS Operations • Inventory Management • Microsoft Office
• Record Keeping • Customer Service • Team Supervision

REFEREES

Available on request