

MUSTAPHA SEKINAT OYINDAMOLA

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Professional Summary

I am a dedicated and results—driven professional with a passion for innovation and driving growth. With a strong commitment to achieving goals, I excel in fast-paced environments, leveraging my ability to learn quickly, adapt to change, and inspire teams to achieve excellence. I'm a strategic problem—solver with a focus on delivering profitable solutions, and I thrive in collaborative settings where integrity, innovation, and teamwork come together to drive success.

Work Experience

TOLADOL VENTURE GLOBAL LOGISTICS | Lagos State.

Business Development & Customer Service Executive | January 2026 – Present

- Manage customer enquiries and provide timely information on shipment processes, delivery timelines, service options, and logistics requirements, ensuring customers receive clear and accurate support.
- Coordinate end-to-end shipment activities and monitor transit updates through carrier platforms, including DHL and FedEx, to support timely delivery and proactive customer communication.
- Build and maintain relationships with manufacturers, e-commerce businesses, retailers, and other clients by understanding their logistics needs and recommending suitable service solutions.
- Follow up on active shipments, identify potential service issues, communicate updates to customers, and support prompt resolution to maintain a positive customer experience.
- Research prospective clients, industry trends, trade routes, and competitor activities to identify new business opportunities while strengthening the company's customer and market reach.

DREAMWORKS GLOBAL LOGISTICS LIMITED | Lagos State.

Customer Service Officer | June 2025 – December 2025

- Served as a primary point of contact for customers, responding to enquiries, understanding service requirements, and providing clear information on logistics and delivery processes.
- Built positive customer relationships through consistent communication, professional follow-up, active listening, and timely attention to customer needs.
- Assisted customers with shipment-related requests by coordinating relevant information, following up on service activities, and ensuring enquiries were directed to the appropriate resolution.
- Maintained accurate customer and sales activity records, supporting organized documentation, follow-up activities, and effective service delivery.
- Collaborated with internal teams to address customer concerns, support smooth service execution, and strengthen customer satisfaction and retention.

NATIONAL YOUTH SERVICE CORPS (NYSC)

Customer-Focused Educator | Nneamaka Secondary School, Ifitedunu, Anambra State | 2024-2025

- Delivered Commerce-related lessons using clear explanations and practical examples, strengthening students' understanding of business, trade, and commercial concepts.
- Adapted communication and teaching approaches to different learning needs, demonstrating strong interpersonal skills, patience, active listening, and audience engagement.

- Maintained regular communication with students and school stakeholders, addressing questions and concerns professionally while fostering a supportive environment.
- Planned lessons, prepared instructional materials, and assessed student performance, demonstrating strong organization, documentation, and time-management skills.
- Coordinated classroom and extracurricular activities while managing multiple responsibilities effectively and maintaining positive relationships with students and colleagues.

FELICITY GIST BLOG | Lagos State.

Content Writer & Digital Communications Assistant | June 2022 – October 2023

- Created customer-focused written and visual content for Instagram, TikTok, LinkedIn, Facebook, websites, and other digital platforms to strengthen audience engagement.
- Researched audience interests and developed relevant content that communicated information clearly and encouraged interaction across digital channels.
- Managed content creation activities from planning and research through writing, editing, publishing, and post-production, ensuring consistent quality and timely delivery.
- Developed website copy, blog articles, and social media content with attention to clarity, audience needs, brand messaging, and search visibility.
- Collaborated on interviews, podcasts, digital campaigns, graphics, and multimedia projects, strengthening communication, teamwork, and stakeholder engagement skills.

Internship Experience

THE NATION NEWSPAPER | Lagos State.

News Reporter Intern | May 2023 – October 2023

- Conducted interviews, attended press conferences, and gathered accurate information from relevant sources to develop clear and informative news stories.
- Researched topics, compiled information, and verified facts before publication, demonstrating strong attention to detail and information-management skills.
- Communicated professionally with different individuals and stakeholders while gathering information, building confidence in customer-facing and interpersonal interactions.
- Wrote, edited, and proofread articles and press materials to ensure accuracy, clarity, and adherence to professional standards.
- Worked with editors and colleagues to refine story angles and deliver quality content within required timelines.

Education

Bachelor of Sciences (BSC) | Mass Communication

Lagos State University, Ojo, Lagos	2019 – 2024
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Senior Secondary School Certificate Examination (SSCE/WASSCE)

Titus Jane High School, Lagos State	2012 – 2018
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First School Leaving Certificate

Atok's Private School	2004– 2012
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Professional Certification

- Certificate of Competence and Proficiency in Human Resource Management
- Certificate of Competence and Proficiency in Business Strategy and Entrepreneurship Development

Professional Skills

- Customer Service & Client Support
- Customer Relationship Management
- Complaint Resolution & Problem-Solving
- Client Communication & Follow-Up
- Sales & Business Development
- Logistics & Service Coordination
- Customer Needs Assessment
- Documentation & Reporting

Technical Skills

- Google Workspace, Microsoft Office Suite

Soft Skills

- Effective Communication
- Time management
- Confidentiality and professionalism
- Relationship Building
- Problem-Solving
- Results-Oriented Mindset
- Writing and Editing
- Teamwork and collaboration

Reference

Available upon request