

Akusu Eniola

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- UAC FOODS** 2024 - 2025
QUALITY CONTROL OFFICER
Inspect raw materials, ingredients, packaging materials, and finished products.
 - * Conduct quality checks and basic laboratory tests where required.
 - * Monitor production processes to ensure compliance with approved standards.
 - * Ensure proper food safety and hygiene practices are followed.
 - * Identify, document, and report defects or deviations from quality standards.
 - * Take samples from production lines for testing and analysis.
 - * Check product appearance, taste, texture, weight, temperature, packaging, and labelling.
 - * Maintain accurate QC records, reports, and inspection logs.
 - * Ensure products comply with company standards and relevant regulatory requirements such as NAFDAC and food-safety regulations.
 - * Investigate quality issues and assist with corrective and preventive actions.
 - * Work closely with Production, Warehouse, R&D, and Food Safety teams.
 - * Participate in audits and inspections.
 - * Help prevent contaminated, defective, or substandard products from reaching consumers.
- Nestle** 2023 - 2024
Product Developer
Develop new food products based on consumer needs, market trends, and company goals.
 - * Create and modify recipes and product formulations.
 - * Conduct trials and experiments to determine the best ingredients, quantities, taste, texture, appearance, and shelf life.
 - * Test products and make improvements based on results.
 - * Work with Quality Control, Production, Procurement, Marketing, and Food Safety teams.
 - * Ensure products meet food safety, nutritional, quality, and regulatory requirements.
 - * Calculate ingredient quantities and production costs.
 - * Help scale recipes from small test batches to large-scale industrial production.
 - * Conduct sensory evaluations—taste, aroma, texture, appearance, etc.
 - * Research new ingredients, food technologies, packaging options, and market trends.
 - * Document formulations, procedures, trial results, and product specifications.
 - * Assist with product launches and troubleshooting during production.
 - * Monitor existing products and identify ways to improve their quality, cost, or consumer appeal.
- Rubels and Angel** 2026 -
Marketing manager
Develop and implement marketing strategies and campaigns.
 - * Identify target customers and understand their needs and buying behaviour.
 - * Conduct market and competitor research.
 - * Manage social media and digital marketing activities.
 - * Create and coordinate promotional campaigns, adverts, and brand content.
 - * Work with designers, content creators, influencers, and agencies where necessary.

- * Develop strategies to increase sales and customer acquisition.
- * Manage the company's brand image and ensure consistent communication.
- * Plan and coordinate events, activations, promotions, and product launches.
- * Monitor campaign performance using metrics such as reach, engagement, leads, conversions, and sales.
- * Manage marketing budgets and ensure effective use of resources.
- * Build relationships with customers, vendors, partners, and other stakeholders.
- * Work closely with Sales, Product Development, Operations, and Management teams.

- **RemoteWorkHer**

2025 - 2026

Chat support intern

- * Respond to customers' questions and enquiries through chat.
- * Provide accurate information about products, services, prices, orders, and policies.
- * Resolve customer complaints and technical or service-related issues.
- * Assist customers with orders, payments, bookings, cancellations, and refunds where applicable.
- * Follow up on unresolved customer issues until they are properly addressed.
- * Escalate complex issues to the appropriate department or supervisor.
- * Maintain a polite, professional, and friendly tone with customers.

- **Denver castle global Services**

2022 - 2023

Customer service representative

Respond to customer inquiries through phone calls, emails, chats, and social media.

- * Resolve complaints and customer issues professionally and promptly.
- * Provide accurate information about products, services, prices, orders, and policies.
- * Process orders, bookings, returns, refunds, or complaints where applicable.
- * Follow up with customers to ensure their issues have been resolved.
- * Maintain accurate records of customer interactions.
- * Escalate complex issues to supervisors or relevant departments.
- * Build and maintain good relationships with customers.
- * Identify customer needs and recommend suitable products or services.

- **Diego's bakery and bistro**

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Procurement manager

Source and evaluate reliable suppliers and vendors.

- * Negotiate prices, contracts, payment terms, and delivery schedules.
- * Purchase raw materials, equipment, ingredients, packaging, and other supplies.
- * Compare quotations and choose cost-effective options.
- * Monitor inventory and ensure essential items are available when needed.
- * Maintain good relationships with suppliers.
- * Inspect purchased goods to ensure they meet quality standards.
- * Track purchase orders, invoices, deliveries, and procurement records.
- * Control procurement costs and identify opportunities to reduce expenses.
- * Coordinate with finance, operations, production, kitchen/F&B, and management.

Education

- **Olabisi Onabanjo University**

2023

Nutrition and Culinary management
Second class upper (4.23)

Skills

- Problem solving
- Research & Analytical Thinking
- Team Leadership & Collaboration
- Microsoft Office Suite
- Adaptability & Multitasking
- Time Management & Organization

- Product Development
- Communication & Interpersonal Skills