OLUWATOBA IFEOLUWA LAMIDI

Location: Ikeja, Lagos || Email: lamidiifeoluwa78@gmail.com || Phone: +2348054807453

CAREER OBJECTIVE

Motivated and hardworking Business Administration graduate with experience in administrative support, customer service, and general business operations. Skilled in communication, organization, teamwork, problem-solving, and managing responsibilities efficiently. Adaptable and eager to learn, with a strong commitment to delivering quality work, supporting team objectives, and contributing positively to organizational growth.

SKILLS

Communication & Interpersonal Skills
Effective Communication • Interpersonal Skills • Empathy • Customer Service

Problem-Solving & Critical Thinking
Problem-Solving • Critical Thinking • Attention to Detail

Organization & Time Management
Organization • Time Management • Task Coordination

Technical & Business Skills
Microsoft Office Suite • Product Promotion • Administrative Support

Teamwork & Professional Development
Team Collaboration • Adaptability • Willingness to Learn

PROFESSIONAL EXPERIENCE

Customer Service Representative
Knorr Chicken Natural, Ikorodu, Lagos ***Dec. 2023 – Jan. 2025***

- Represented **Knorr Chicken Natural** and **Knorr Beef Natural**, providing customers with accurate product information and creating positive brand experiences.
- Responded to a high volume of customer enquiries, feedback, and product-related concerns during promotional campaigns, ensuring clear and professional communication.
- Addressed customer complaints and concerns promptly, using strong problem-solving and active listening skills to provide appropriate solutions.
- Built positive relationships with customers by maintaining a polite, friendly, and professional attitude, even when handling challenging interactions.
- Assisted customers with product selection and provided guidance based on their needs and preferences.
- Supported product demonstrations and trials, engaging customers and encouraging product awareness and purchase.
- Successfully contributed to achieving and exceeding campaign sales targets through effective customer engagement and product promotion.
- Maintained a high standard of customer service while representing the brand professionally in a fast-paced environment.

Brand Ambassador (Promoter) ***Oct. 2022 – Nov. 2023***
Justrite Limited, Ikorodu, Lagos

- Represented and promoted assigned brands and products by engaging directly with customers, creating awareness, and clearly communicating key product features, benefits, and value propositions.
- Conducted product demonstrations, sampling, and trials to encourage customer interest, answer questions, and provide a positive hands-on experience that supported purchasing decisions.
- Engaged with a high volume of customers daily, identifying their needs, responding to enquiries, addressing concerns, and maintaining a friendly, professional, and customer-focused approach.
- Supported promotional campaigns and in-store marketing activities by maintaining strong product visibility, ensuring proper product presentation, and implementing promotional strategies to attract and retain customers.
- Contributed to and exceeded sales targets by converting customer interactions into purchases, promoting products effectively, monitoring customer feedback, and providing campaign insights to supervisors and team leads.

Brand Ambassador (Promoter) ***Aug. 2021- Sept. 2022***
Nivea Nigeria, Lagos, Nigeria

- Set up and maintaining a demonstration area, such as a table, stand, or booth at various events.
- Kept the demonstration area tidy and well stocked with products, samples, and/or literature.
- Demonstrated the features of a product or service to potential customers.
- Employed interactive materials such as videos, charts, or slideshows to share information about a product or service, when necessary.
- Answered any questions potential customers might have about a product or service.
- Recorded transactions and stock levels.
- Processed customers' payments.
- Generated reports that outline customers' interest levels, questions asked, number of products/samples/literature sold and/or distributed at various events.
- Stayed up to date with product or service features.

EDUCATION

BSc
Business Administration, **2018-2022**
Olabisi Onabanjo University,
Ago Iwoye, Ogun State, Nigeria

REFEREES

Available on request.