

OLUWAFEMI MATTHEW MAYOWA

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PROFESSIONAL SUMMARY

A detail-oriented and results-driven professional with experience in sales supervision, office administration, and client relationship management. Proven expertise in handling financial transactions, processing payments, and maintaining accurate records to ensure operational efficiency and compliance. Skilled in analyzing data, identifying trends, and supporting strategic decision-making to optimize business performance. Adept at building strong client relationships, resolving issues, and promoting products to drive revenue growth and customer loyalty. Experienced in coordinating teams, managing workflows, and ensuring smooth operations across administrative and sales functions. Recognized for attention to detail, process optimization, and delivering high-quality service in fast-paced environments.

SKILLS

- Effective Communication
- Presentation & Report Writing
- Team Collaboration & Leadership
- Records Management
- Relationship Building
- Financial Management
- Sales Analysis & Reporting
- Customer Feedback Analysis
- Customer Relationship Management

WORK EXPERIENCE

Teacher (NYSC)

January 2025 – December 2025

COMMUNITY SECONDARY SCHOOL, Umuako Nsirimo, Umaihi South, Abia State, Nigeria.

- Supported academic planning activities, including scheduling classes, examinations, and school events.
- Supported lesson preparation by organizing instructional materials, assignments, and classroom resources.
- Collaborated with CDS team members to plan and implement programs addressing identified community needs.
- Provided general administrative support to teaching and management staff to ensure smooth daily school operations.
- Monitored student attendance and classroom conduct to maintain an organized and productive learning environment.
- Assisted school administration with record keeping, documentation, and maintenance of accurate student and staff records.
- Mentored students academically and personally, providing guidance to improve learning outcomes, discipline, and confidence.

Sales Agent

August 2023 – December 2024

ILE ALAYO BLOCK INDUSTRY – Ado-Ekiti, Nigeria.

- Supported sales operations by tracking customer interactions and updating sales records accurately.
- Assisted in analyzing sales data to identify trends, customer preferences, and opportunities for improvement.
- Built and maintained positive relationships with customers to encourage repeat business and long-term loyalty.
- Collaborated with sales team members to ensure smooth coordination of daily sales activities and customer follow-ups.
- Maintained organized documentation of sales, inquiries, and customer records to support reporting and decision-making.
- Managed inquiries professionally through calls, messages, and in-person interactions, ensuring timely and accurate responses.
- Handled customer feedback and complaints effectively, escalating issues when necessary to ensure resolution and satisfaction.
- Promoted company products while clearly explaining features, benefits, and value propositions to support purchasing decisions.

Office Secretary

February 2022 – April 2023

TEQUILA HOMES AND PROPERTIES – Lagos State, Nigeria.

- Ensured confidentiality and proper handling of sensitive documents and official records.
- Prepared meeting agendas, took minutes, and distributed action items to relevant stakeholders.
- Scheduled meetings, appointments, and follow-ups while coordinating calendars to avoid conflicts.
- Supported daily administrative functions by assisting with filing, data entry, and document preparation.
- Facilitated client communications by responding to inquiries and relaying information clearly and professionally.
- Maintained accurate and well-organized documentation systems to ensure easy retrieval and proper record management.
- Handled correspondence, including drafting, receiving, and distributing emails, letters, and documents in a timely manner.
- Coordinated communication between internal departments and external clients to support smooth workflow and collaboration.

Sales Supervisor

January 2021 – January 2021

ENGINEER TOSCO MULTIPURPOSE BUILDING NIGERIA LIMITED – Ado-Ekiti, Nigeria.

- Analyzed sales data to identify trends, improve strategies, and support management decision-making.
- Built and maintained strong relationships with clients to encourage repeat business and long-term loyalty.
- Processed payments, receipts, and refunds while ensuring compliance with company policies and procedures.
- Supervised daily sales operations, ensuring staff adherence to procedures and smooth workflow across the sales floor.
- Coordinated staff activities by assigning tasks, monitoring performance, and providing guidance to achieve sales targets.
- Trained and mentored new staff members on sales procedures, customer service standards, and record-keeping practices.
- Oversaw customer transactions, verifying accuracy and maintaining detailed records for financial and operational reporting.
- Monitored inventory levels and coordinated with supply teams to ensure product availability and minimize stock discrepancies.

- Maintained production schedules, ensuring that all printing jobs were completed and delivered on time.
- Inspected printed materials for defects, color accuracy, and alignment to maintain consistent quality standards.
- Communicated with clients to confirm specifications, address changes, and provide updates on project progress.
- Managed staff assignments, delegating tasks based on skills and workload to optimize efficiency and productivity.
- Assisted in troubleshooting equipment or workflow issues to minimize downtime and maintain continuous production.
- Maintained records of production activities, including job details, deadlines, and resource usage for reporting purposes.
- Coordinated workflow between production staff and clients to guarantee clear communication and smooth job execution.
- Coordinated inventory management for printing materials and supplies, ensuring availability and reducing delays in operations.
- Supervised daily printing operations, monitoring processes to ensure high-quality output and compliance with company standards.

EDUCATION

Ekiti State University, Ado-Ekiti, Ekiti State.

B.Sc. Political Science

June 2024

Molaks High School, Iju-Ishaga, Ifako Ijaye, Lagos State.

Senior Secondary School Certificate

July 2018

CERTIFICATIONS

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| • National Youth Service Corp | December 2025 |
| • Soft Skill for Career Jobberman | August 2025 |
| • Start Your Business Jobberman | August 2025 |

INTERESTS

I enjoy reading, researching, meeting new people, listening to music, and helping businesses make the best decisions.

REFERENCE

Available on request