

ABDULKAREEM ALIYU ONIMISI

Abuja, Nigeria

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PROFESSIONAL SUMMARY

Results-driven customer service and operations professional with experience in front office supervision, retail sales, customer relations, and business operations. Proven ability to lead teams, resolve customer concerns, coordinate daily operations, and maintain high service standards in fast-paced environments. Proficient in Microsoft Office and Google Workspace, with strong communication, organizational, and problem-solving skills. Passionate about delivering excellent customer experiences and contributing to organizational growth.

CORE COMPETENCIES

- Customer Service Excellence
- Front Office Operations
- Team Supervision
- Administrative Support
- Customer Relationship Management
- Sales & Retail Operations
- Conflict Resolution
- Communication Skills
- Time Management
- Problem Solving
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Docs

PROFESSIONAL EXPERIENCE

Front Office Supervisor

Crush Cafe, Abuja | June 2025 – June 2026

- Supervised daily front office operations and ensured smooth business activities.
- Coordinated staff schedules and monitored employee performance.
- Resolved customer complaints professionally and maintained high customer satisfaction.
- Maintained operational standards and ensured compliance with company policies.
- Prepared daily operational reports and communicated updates to management.
- Worked closely with different departments to improve service delivery and customer experience.

Fashion Designer & Footwear Retailer

Self-Employed

- Design and sell quality footwear to customers.
- Build and maintain strong customer relationships.
- Promote products through social media and referrals.
- Manage customer orders, inventory, and after-sales support.

Sales Assistant

I.C World Supermarket & Store, Abuja

- Assisted customers with product selection and purchases.
- Processed sales transactions accurately.
- Maintained product displays and inventory.
- Delivered excellent customer service in a fast-paced retail environment.

Sales Assistant

Bafas Supermarket, Lokoja, Kogi State

- Assisted customers with inquiries and purchases.
- Organized merchandise and replenished stock.
- Maintained a clean and welcoming shopping environment.

EDUCATION

Bachelor of Science (B.Sc.) in Philosophy

Kogi State University, Anyigba (2017 – 2021)

National Diploma (ND)

Federal Polytechnic, Idah (2014 – 2016)

NATIONAL YOUTH SERVICE CORPS (NYSC)

Completed

Place of Primary Assignment (PPA): **Crush Cafe, Abuja**

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Docs

ADDITIONAL INFORMATION

Languages: English, Ebira

REFERENCES

Available upon request.