

RasheedatAnavami YISA

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PROFILE

Goal-oriented and dynamic recent graduate seeking a remote opportunity to apply strong analytical skills, attention to detail, and commitment to ethical standards. Highly motivated and detail-oriented professional with strong communication and human-relationship skills, committed to delivering excellent customer interactions and efficient debt recovery processes. Experienced in handling client enquiries, managing records, and ensuring timely follow-up to support operational efficiency.

EDUCATION

Bachelor of Science (Business Education) B.Sc.(Ed.)

2021-2024

University of Ilorin, Ilorin, Nigeria.

Second class upper division

West Africa Examination Council (WAEC)

2012- 2018

Federal Government College, Ilorin, Kwara State

First School Leaving Certificate

2006-2012

Armti Staff School, Jimba Oja, Kwara State

QUALIFICATION/CERTIFICATE

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| • National Youth Service Corps (NYSC) | 2026 |
| • Human Resources Management Certificate | 2025 |
| • Customer Relationship Management Certificate | 2025 |
| • Nigerian Red Cross Society Certificate | 2025 |
| • B.sc. (Ed.) Business Education | 2024 |

WORK EXPERIENCE

Smile Associate

2026 till date

The Alternative Bank, Ilorin, Kwara State

Duties

Attending to customers and responding to inquiries.

Assisting customers with product or service purchases

Promoting company products, offers and services

Meeting sales and customer service target

Following up with customers to ensure satisfaction

Office Assistant

2025-2026

US Cloud Communication, Ilorin, Kwara State

Duties:

Answering phone calls and directing them to the right person

Informing the office when supplies are running low

Ensuring the office environment is neat and arranged

Filing and organizing office documents

Sales Staff

2023

United Foam Products, Nigeria Ltd, Ilorin, Kwara State

Duties:

Processed and treated customer orders accurately and on time, ensuring smooth sales operation

Managed and maintained organized filing systems for invoices, delivery notes, and sales documents

Handled incoming calls, messages and customers enquiries professionally, providing timely information and supports

Student Teacher/Tutor

2023

OKC International College, Ilorin, Kwara State

Duties:

Planned lessons according to local education authority standard to prepare for standardized tests (WAEC and NECO)

Assessed students progress by administering tests and evaluating results, achieving positive results in learning

Stayed abreast of changes to school policies by attending teachers' evaluation meetings

TECHNICAL AND PERSONAL SKILLS

- Team oriented, self motivated, good sense of humor
- Ability to maintain confidentiality
- Good communication and verbal skills
- Effect use of microsoft offices
- Detail and goal oriented
- Conflict management
- Time management
- Excellent customer service skill
- Critical thinking
- Interpersonal relationship
- Top-notch leadership skills

INTEREST

Technology, Business and Education

REFERENCES

Available on request