

SOFOWORA ISRAEL OLUWATOMIWA

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PROFESSIONAL SUMMARY

Motivated and results-driven graduate with solid experience in sales, customer service, supervisor/manager, and operations management. Proven track record of improving customer satisfaction, increasing sales performance, and supporting organizational growth. Strong leadership, communication, and problem-solving skills with the ability to manage teams and deliver results in fast-paced environments. Adaptable, proactive, and committed to continuous learning and career development.

WORK EXPERIENCE

Cashier

Rora Africana Kitchen | Jan 2026 – Present

- Process customer payments accurately using cash, POS, and other payment methods.
 - Issue receipts and invoices to customers promptly.
 - Provide accurate change and maintain cash handling accuracy.
 - Handle returns, refunds, and exchanges in line with company policies.
 - Prepare and submit accurate end-of-day cash and sales reports.
 - Deliver excellent customer service while resolving payment-related issues professionally.
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Supervisor

Secure Electronic Technology | Oct 2024 - Jan 2026

- Supervised daily operations and ensured tasks were completed efficiently and on schedule.
 - Coordinated and monitored staff activities to maintain productivity and service quality.
 - Assigned duties, provided guidance, and ensured compliance with company procedures and standards.
 - Monitored inventory, equipment, and operational resources to support smooth business operations.
 - Prepared reports, tracked performance, and communicated operational updates to management.
 - Resolved workplace issues promptly and maintained a safe, organized, and productive work environment.
 - Assisted in training new staff and ensuring adherence to company policies and operational guidelines.
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Sales Representative

D'Liquor Depot | Nov 2023 – Oct 2024

- Achieved consistent sales growth through effective customer engagement.
 - Identified customer needs and recommended suitable products.
 - Built strong customer relationships leading to repeat business and referrals.
 - Promoted products and special offers to increase visibility and sales.
 - Collaborated with team members to meet and exceed sales targets.
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Customer / Sales Representative

YSTB Ventures | Sept 2019 – Feb 2021

- Provided excellent customer service and tailored product recommendations.
 - Increased revenue through upselling and product promotion.
 - Resolved customer complaints and improved customer satisfaction.
 - Maintained strong client relationships through effective communication.
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Production Worker

Luigard Company | Mar 2017 – Aug 2017

- Operated and maintained production equipment efficiently.
- Conducted quality checks to ensure product standards.
- Assisted in meeting daily production targets.
- Maintained workplace safety and organization.

EDUCATION

Tai Solarin University of Education, Ogun State

B.Sc. (Ed) Chemistry Education – Second Class Lower | 2017 – 2022

National Youth Service Corps (NYSC)

Kwara State | 2022 – 2023

Refined City College

Senior Secondary School Certificate | 2011 – 2016

Rock of Ages Nursery & Primary School

First School Leaving Certificate | 2006 – 2011

KEY SKILLS

- Leadership and team management
- Customer service excellence
- Sales and marketing strategies
- Communication and interpersonal skills
- Problem-solving and conflict resolution
- Time management and organization
- Adaptability and multitasking
- Attention to detail

LANGUAGES

- English (Fluent)
- Yoruba (Fluent)
- Pidgin (Proficient)

REFEREES

Available upon request