SENJINRIN ADEWOLE MICHAEL

SALES REPRESENTATIVE | CUSTOMER SERVICE REPRESENTATIVE

Nigeria | +234 704 794 1439 | senjinrinadewole@gmail.com

PROFESSIONAL SUMMARY

Customer-focused Sales and Customer Service Representative with over 3 years of experience in gadget retail, product promotion, sales support, and customer relationship management. Experienced in identifying customer needs, recommending suitable products, explaining product features and benefits, responding to inquiries, and supporting purchasing decisions. Proficient in Microsoft Word and Microsoft Excel, with strong communication, interpersonal, problem-solving, and organizational skills. Fluent in English and committed to delivering excellent customer service, building positive customer relationships, and supporting business sales objectives. Seeking opportunities in Canada in sales, retail, customer service, or customer support.

CORE COMPETENCIES

Sales and customer service • Customer relationship management • Retail sales and product promotion • Product knowledge and demonstration • Customer needs assessment • Upselling and cross-selling • Customer inquiry management • Complaint handling and resolution • Sales transaction support • Customer retention • Communication and interpersonal skills • Negotiation and persuasion • Problem-solving • Teamwork and collaboration • Time management and organization • Microsoft Word and Excel

PROFESSIONAL EXPERIENCE

Sales and Customer Service Representative

God's Gift Gadget Hub | Nigeria | 2025 – February 2026

- Assisted customers in identifying suitable gadgets and accessories based on their needs, preferences, and budgets.
- Explained product features, specifications, functions, and benefits to help customers make informed purchasing decisions.
- Responded to inquiries about product availability, pricing, functionality, and purchasing requirements.
- Supported sales activities through product recommendations and appropriate upselling and cross-selling.
- Built positive customer relationships through professional communication and attentive service.
- Addressed customer concerns and complaints professionally and worked toward appropriate resolutions.
- Assisted with sales transactions and routine retail operations.
- Maintained product knowledge, supported merchandise presentation, and collaborated with colleagues to support customer satisfaction.

Sales and Customer Service Representative

Haywhy Gadget Hub | Nigeria | 2023 – 2024

- Assisted customers with selecting gadgets and accessories suited to their needs and budgets.
- Explained product features, specifications, functions, and pricing, and responded to customer inquiries.
- Supported product promotion and retail sales activities, helping customers compare products and make informed purchasing decisions.
- Maintained professional customer relationships through effective communication and attentive service.
- Assisted with sales transactions, routine retail activities, merchandise organization, and product presentation.

EDUCATION

Lagos Baptist Secondary School — Senior Secondary School Certificate (SSCE)

Year completed: 2006

COMPUTER SKILLS

Microsoft Word: Creating, editing, and formatting documents; preparing letters and written materials.

Microsoft Excel: Data entry, spreadsheet organization, basic calculations, and record management.

LANGUAGE SKILLS

English: Fluent

PROFESSIONAL STRENGTHS

Customer focus • Clear communication • Product recommendation • Problem-solving • Adaptability • Teamwork • Organization • Professionalism and integrity

ADDITIONAL INFORMATION

Relevant experience: 3+ years (as provided) | **Current location:** Nigeria
Target roles: Sales Representative, Customer Service Representative, Retail Sales Associate, Sales Associate, Customer Support Representative
References: Available upon request