

THANKGOD SUNDAY GAMBO

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Kujama Street, Sabo Tasha, Kaduna, Kaduna State

PROFESSIONAL SUMMARY

Results-driven and customer-focused professional with practical experience in business management, customer service, sales, marketing, and team supervision. Proven ability to improve customer satisfaction, coordinate daily operations, build strong client relationships, and achieve business objectives in fast-paced environments. Strong communication, leadership, and problem-solving skills with proficiency in Microsoft Office Suite and database management. Adaptable, dependable, and committed to delivering exceptional service while contributing to organizational growth.

KEY SKILLS

- Business Management
 - Customer Service
 - Sales & Marketing
 - Team Supervision
 - Problem Solving
 - Communication Skills
 - Leadership
 - Time Management
 - Report Preparation
 - Team Collaboration
 - Administrative Support
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TECHNICAL SKILLS

- Microsoft Office Suite
 - Database Management
 - Basic Data Analysis
 - Report Preparation
 - Digital Record Keeping
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WORK EXPERIENCE

Marketer

2026 - present

LEADWAY Assurance Company, Ahmadu Bello Way, Kaduna State

- Generated new business opportunities by prospecting and acquiring individual and corporate clients for life and non-life insurance, savings, and investment products.
- Conducted market research to identify target customers, analyze industry trends, and support the execution of marketing campaigns.
- Managed client accounts by handling policy inquiries, providing after-sales support, and maintaining long-term customer relationships.

Manager

2025

Juriel Communications and Financial Service , Ungwan Maigero

- Improved customer satisfaction by 30% within 10 months through prompt issue resolution and quality service delivery.
- Reduced customer complaint resolution time by 25% over 8 months by streamlining service processes.
- Coordinated daily branch operations, achieving 98% service accuracy throughout the employment period.

- Increased repeat customer transactions by 20% within 12 months through effective customer relationship management.

Supervisor

2023 - 2024

Milcopa Yoghurt Company, RigaChikun, Kaduna State

- Increased customer satisfaction by 25% during 12 months by maintaining service quality.
- Maintained 95% on-time completion of daily operational activities throughout the employment period.
- Improved team productivity by 22% within 10 months through effective task coordination.
- Reduced operational delays by 20% over 8 months through improved workflow monitoring.

Marketer

2023

Milcopa Yoghurt Company, RigaChikun, Kaduna State

- Increased customer engagement by 35% within 12 months through targeted marketing campaigns.
- Contributed to a 20% increase in customer acquisition during the employment period.
- Generated an average of 40 new customer leads monthly over 10 months.
- Improved product awareness, contributing to a 15% increase in repeat purchases within 8 months.

EDUCATION

Bachelor of Science (B.Sc.) Zoology (Second Class Lower)

2018 - 2024

University of Jos, Plateau State

ADDITIONAL STRENGTH

- Strong leadership ability
- Attention to detail
- Quick learner
- Honest and dependable
- Ability to work under pressure
- Excellent interpersonal skills
- Adaptable and flexible
- Positive work ethic