

TIMOTHY YAKUBU

Business Sales Executive | Customer Relations | Business Development

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Location: Lagos, Nigeria

PROFESSIONAL SUMMARY

Motivated and customer-focused Chemical Engineering graduate with practical experience in customer service, administrative support, stakeholder engagement and professional communication. Experienced in handling customer enquiries, resolving issues, maintaining records and supporting day-to-day business operations. My experience at Cadbury Nigeria and the Lagos State Ministry of Energy and Mineral Resources has strengthened my communication, relationship-building, reporting and problem-solving abilities. I am a fast learner with a strong interest in business development, sales, product promotion and healthcare commercial operations, and I am prepared to work towards assigned targets and build lasting professional relationships.

CORE COMPETENCIES

- Business Development & Sales Support
- Client & Stakeholder Engagement
- Territory & Account Management
- Market & Competitor Research
- Negotiation & Persuasive Communication
- Reporting & Documentation
- Administrative Coordination
- Teamwork & Leadership
- Fast Learning & Adaptability
- Customer Relationship Management
- Product Promotion & Presentation
- Sales Follow-up & Lead Generation
- Customer Needs Identification
- Professional Relationship Building
- Microsoft Word, Excel & PowerPoint
- Problem Solving
- Time Management

PROFESSIONAL EXPERIENCE

Customer Service Representative

Cadbury Nigeria Plc | 2023 – 2025

- Maintained professional relationships with customers and responded promptly to enquiries, requests and complaints.
- Communicated product information clearly and professionally while identifying customer needs.
- Followed up on customer issues to ensure satisfactory resolution and improve customer experience.
- Maintained accurate customer records and documentation.
- Worked collaboratively with team members to resolve customer-related issues and achieve service objectives.
- Handled customer feedback professionally and identified opportunities for service improvement.
- Demonstrated strong communication, interpersonal and problem-solving skills in a fast-paced business environment.

NYSC - Administrative / Stakeholder Support

Lagos State Secretariat, Ministry of Energy and Mineral Resources – Department of Oil & Gas | 2025 – 2026

- Supported daily administrative and departmental activities in a professional government environment.
- Assisted with documentation, records management and preparation of official reports and correspondence.
- Communicated professionally with staff, stakeholders and visitors.
- Assisted with coordination of departmental activities and information flow.
- Maintained confidentiality and accuracy when handling official documents and information.
- Used Microsoft Office applications for documentation, data organization and presentations.
- Worked effectively with different individuals and departments to support operational objectives.

EDUCATION

Higher National Diploma (HND) – Chemical Engineering

Kaduna Polytechnic, Kaduna State | Lower Credit

TECHNICAL & DIGITAL SKILLS

- Microsoft Word – professional document preparation and formatting
- Microsoft Excel – data entry, basic analysis, reporting and record management
- Microsoft PowerPoint – professional presentations
- Microsoft Outlook – email and professional communication

- Internet research, information gathering and digital documentation

RELEVANT BUSINESS & SALES STRENGTHS

- Customer & Relationship Management: Able to build professional relationships through effective communication, follow-up and responsiveness.
- Business Development: Able to identify customer needs, recognize opportunities and support activities aimed at increasing customer engagement.
- Product Communication: Quick to learn product information and communicate features and benefits clearly to different audiences.
- Territory Management: Able to organize daily activities, plan customer visits, maintain follow-ups and manage multiple responsibilities.
- Market Intelligence: Able to gather customer and market information and communicate useful observations to management.
- Reporting: Comfortable preparing reports, maintaining records and using Microsoft Office to organize and present information.

PERSONAL ATTRIBUTES

Excellent communication • Customer-focused • Target-oriented • Self-motivated • Fast learner • Adaptable • Dependable • Team player • Strong work ethic • Attention to detail

CAREER OBJECTIVE

To build a successful career in business development, pharmaceutical sales and healthcare commercial operations, where I can apply my customer service experience, scientific background, communication skills and willingness to learn to support business growth and achieve professional targets.

REFERENCES

Available upon request.