

ABDUL-MALIK PRINCEWILL

Ikeja

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To provide the organization with top notch professional customer service and strategies in product information that aids customer retention, boosts engagement and improves sales.

Willing to relocate: Anywhere

Personal Details

Currently Employed: Yes

Highest Level of Education: Master's

Industry: Customer Service, Information Technology, Sales

NYSC Status: Completed

Work Experience

Business Development Manager

Zain Pro Global Limited (MEP)-Lagos

2024 to Present

- Creating development plans and forecasting sales targets and growth projections.
- Identifying market opportunities through meetings, networking and other channels.
- Meeting existing and potential clients and building positive relationships.

Telesales Representative

Scimitar Global Services Limited-Lagos

2021 to 2023

- Making calls
- Meeting sales goals
- Building customer relationships
- Customer satisfaction
- Record keeping
- Liaising with the sales team.

Customer Service Representative

FairMoney Microfinance Bank-Ikeja

January 2020 to January 2021

- Processing orders and returns
- Maintaining customer accounts
- Escalating issues
- Building relationships
- Following up

- Keeping records

Education

CLOUD COMPUTING (Technical Diploma)

JJ Tech Academy-Texas

July 2023 to December 2023

ENGLISH (B.A.)

Obafemi Awolowo University

January 2015 to November 2019

ARTS AND INDUSTRIAL DESIGN (National Diploma)

Edo State

January 2014 to December 2015

LEAVING CERTIFICATE

SENIOR SECONDARY

January 2006 to December 2012

Arts (SSCE)

Great Grace Private School

January 2006 to January 2012

LEAVING CERTIFICATE

Georgio Roberto International School

January 2000 to January 2006

Skills

- Organizational skills
- Photography {Editing}
Proficiency in Microsoft Office {Word, Excel etc.}
Creative Content Creation
Communication
Team work
Critical thinking
Leadership
Adaptability
Contract Negotiation
QUALITIES
Disciplined and Dedicated
Good Customer Service
Willing to learn and ask questions.
Confident
Reliable
Being self motivated.
Completing tasks.

- Maintenance
- Administrative experience
- Microsoft Office
- Leadership
- Communication skills

Certifications and Licenses

CCSP (Certified Customer Service Professional)