

IBRAHIM ZAINAB OLUWANIFEMI

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PROFILE INFO

I am a hardworking and customer-focused Public Administration graduate with over 2 years of combined professional experience in sales, customer service, supervision, and day-to-day business operations. I have strong communication and interpersonal skills, with the ability to build positive relationships with customers and work effectively with team members. I am adaptable, organized, and eager to contribute positively to a professional and growth-oriented organization.

EDUCATION

2024

KWARA STATE POLYTECHNIC

Higher National Diploma (HND)

Public Administration

2021

KWARA STATE POLYTECHNIC

National Diploma (ND)

Public Administration

NYSC

Cross River State

SKILLS & ABILITIES

- Customer service and relationship management
- Sales and product promotion
- Strong communication and interpersonal skills
- Team coordination and supervision
- Problem-solving and conflict handling
- Organization and attention to detail
- Ability to work under pressure

INTERESTS

- Marketing
- Customer Relations
- Teamwork
- Business Development
- Social Media

REFERENCE

Available on request

WORK EXPERIENCE

PAT LIQUORS — SALES ASSISTANT

2018–2019

- Attended to customers and assisted them in selecting suitable products.
- Supported sales activities and maintained good customer relationships.
- Handled products and ensured the sales area was clean and well organized.
- Assisted with stock arrangement and restocking when required.

DE GROTTO ACE KARAOKE LOUNGE — SUPERVISOR

1 YEAR 4 MONTHS

- Supervised staff and coordinated daily operations to ensure smooth service delivery.
- Attended to customers, handled concerns professionally, and maintained customer satisfaction.
- Monitored daily sales and assisted with account and operational checks.
- Coordinated staff duties, addressed workplace issues, and ensured team members followed procedures.
- Supported promotions and events while maintaining good customer relationships.

PROFESSIONAL EXPERIENCE

Over 2 years of combined professional experience in sales, customer service, supervision, team coordination, and daily business operations.

ADDITIONAL INFORMATION

Available for sales, customer service, retail, front desk, and supervisory opportunities. Willing to learn new products, sales techniques, and company procedures.