

USMAN ZAINAB OMOTOYOSI

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CAREER PROFILE

Detail-oriented and proactive Higher National Diploma graduate with hands-on experience in sales coordination, customer database management, and administrative operations across three organizations. Skilled in using Microsoft Excel for client record-keeping, managing customer communications, and supporting cross-functional teams. Eager to contribute strong organizational, analytical, and multitasking abilities to a Marketing Operations Intern role, supporting campaign execution, data hygiene, and workflow efficiency.

CORE COMPETENCIES

- Microsoft Excel (Data Entry, Records).
- Attention to Details.
- Microsoft Word and PowerPoint.
- Time management.
- CRM and client Database Management.
- Sales and Customer Communication.
- Multi-tasking.
- Problem-solving.
- Report and Record keeping.
- Written communication.
- Verbal communication.

PROFESSIONAL EXPERIENCE

1. Mosandic Nigeria Limited - Lagos, Nigeria. | 2025

-General Secretary / Sales & Records

-Coordinator

-Maintained accurate client records and transaction data using Microsoft Excel, ensuring database integrity for over [150] active clients.

-Supported sales operations by tracking client interactions, follow-ups, and deal progress, contributing to smoother pipeline management.

-Assisted in financial record-keeping and reporting, producing organized documentation for internal review.

-Coordinated administrative workflows between departments, improving communication and reducing task turnaround time.

2. Little Light School - Lagos, Nigeria. | 2024

-Assistant Class Teacher

-Organized lesson materials, attendance records, and progress reports, developing strong data-tracking and documentation habits.

-Collaborated with lead teachers to plan and execute learning activities, demonstrating strong project coordination and time management skills.

-Communicated regularly with parents and staff, strengthening interpersonal and stakeholder-management abilities.

3. Kafeez Communication Organization- Lagos, Nigeria. | 2023

-Sales & Marketing Manager

-Managed inbound customer inquiries via phone and in person, delivering prompt responses and building strong customer relationships.

-Negotiated and finalized sales deals, applying persuasive communication and needs-analysis techniques.

-Executed marketing activities to promote products/services, gaining foundational understanding of the customer journey, lead generation, and sales conversion.

-Documented customer interactions and sales outcomes, supporting basic performance tracking.

EDUCATION

*** Bolmor Polytechnic Ibadan | 2025 - 2026**

-Higher National Diploma (HND) - [Business Administration and Management]

*** Bolmor Polytechnic, Ibadan | 2021 - 2023**

-National Diploma (OND) - [Business Administration and Management]

*** Abesan Secondary School | 2017 - 2020**

-Senior Secondary School Certificate (SSCE)

KEY STRENGTHS

- Fast learner with strong adaptability across sales, education, and administrative environments.
- Comfortable working with data entry tools and eager to learn marketing platforms (HubSpot, Mailchimp, Google Analytics).
- Reliable team player with proven multitasking and organizational skills.

- **LANGUAGES**

- Fluent English
- Fluent Yoruba