

# YASHIM FAITH STEVEN

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*providing leading edge services aimed at adding values to organisational corporate goals, with an undiluted passion for excellence*

## EMPLOYMENT

### **AREMKO GROUP OF COMPANIES**

*February 2022 – Till Date*

#### **Business Development Executive**

- Nurturing relationships with clients.
- Collaborating with management on sales goal.
- Finding new business opportunities.
- Analyzing market trends.
- Plan sales campaign.
- Conducting extensive market research.
- Developing quotes and proposals for clients.

### **CHRISTIAN AID (NGO)**

*February 2022 - Till Date*

#### **Administrative Staff**

- Support development of the data base.
- Oversees resource allocation and budgeting
- Oversee and review collected data.
- Provide routine updates on analyzed data during project implementation.

### **TAILORBRICKS LIMITED**

*April 2020 - January 2022*

#### **Executive Assistant to CEO**

- Handling and redistributing faxes and emails
- Coordinate travel arrangements
- Compiling expense reports
- Performing book-keeping task
- Managing Schedules and meetings
- Making travel arrangements for executives
- Check in with clients on a regular basis to re-evaluate their current situation and future goals and plan accordingly

### **UNION BANK OF NIGERIA.**

*November 2018 - April 2020*

#### **Customer Service Officer**

- Imputing customer data to CRM system while sustaining personal consistency
- Assisting the sales team with gathering competitive materials, sales call preparation and CRM tracking
- Handling extremely confidential information while ensuring adherence of security standards with bank compliance guideline

- Responding to an average of 80 emails and social media messages and picked an average of 120 calls across all platforms in a day
- Providing up to date, accurate and appropriate information about products and services to customers
- Analyzing customer data/feedback to improve customer satisfaction

#### **CUSTODIAN INVESTMENT PLC.**

*November 2019 - April 2020*

##### **Graduate Intern (Client Advisor)**

- Approaching customers and offering the advice on product information and other services
- Locate products suitable for each client
- Effective handling and resolution client's complains
- Develop in-depth, comprehensive familiarity with clients

#### **.EVERYTHINGFAB FASHION INC.**

*November 2017 - November 2019*

##### **Business Manager**

- Management of sales and purchases of shop items
- Updating sales documents into the system
- Managing inventory of shop items
- Preparing quarterly budgets for shop activities
- Preparing Bank reconciliation statements
- Managing customer enquiries
- Preparing and reconciling weekly/monthly payrolls and expenses

#### **.INDUSTRIAL TRAINING FUND**

*March 2018 - March 2019 (NYSC)*

##### **Administrative and Finance Officer**

- Processing income statements, financial statements and balance Sheets
- Preparing and reconciling weekly/monthly payrolls and expenses
- Assisting in preparing annual budget
- Attending to customers with excellent service delivery
- Data entry of departmental activities in Management information system

## **EDUCATION**

#### **Kaduna State University, Kaduna State Nigeria**

BSc. Economics

*2013 - 2017*

#### **Our Lady of Fatima Girls Secondary School, Kaduna State.**

WASSCE

*2007 - 2012*

#### **Gwamale Nursery and Primary School, Sabon Tasha, Kaduna State**

First School Leaving Certificate

*2001 - 2007*

## **SKILLS**

### **Computer skills**

- Proficiency in Microsoft Office suites (MS Word, MS Excel, MS Access, Power Point)

### **Organization and Management**

- Good administrative and organizational capacity with great interpersonal and team management abilities.
- Good business development skill and capacity to work remotely.

### **Personal Values**

- Problem solver and able to understand and adapt to customers' needs
- Strong and excellence data entry skills with good attention to details.
- Strong persuasive and resilience skills (ability to work well under pressure)
- Excellent with time management skills.
- Excellent verbal communication and good listening

## **SPOKEN LANGUAGES**

English, Hausa

## **INTERESTS**

*Reading, Public Speaking, Writing, Listening to Music, Surfing the net*

## **REFREES**

*Available On Request*