

# Feranmi Falade

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Skilled Associate with solid understanding of sales environment intricacies. Polished in navigating complex environments to meet and exceed sales goals. Resourceful understanding of deep customer-issue resolution tasks.

Although I am still a student, I am still learning and experiencing new strategies and behaviors while effectively making a positive impact in the workplace.

## EXPERIENCE

### COBS Bread, Calgary — Sales Worker

OCTOBER 2016 - PRESENT

- Helped customers find specific products, answered questions and offered product advice.
- Trained new team members in cash register operation, stock procedures and customer services.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Built and maintained relationships with peers and upper management to drive team success.
- Increased purchase amounts by cross-selling with similar products.
- Adhered to company initiatives and achieved established goals.

### Deloitte, Lagos — IT/Help Desk Intern

JUNE 2022 - AUGUST 2022

- Participated in major projects and contributions towards the firm
- Developed skills in networking
- Improved my skills and knowledge in hardware and software repair, as well as interface setup and reloading.
- Gained lots of exposure to other departments within the firm.
- Participated in a big onboarding project involving setting up laptops and equipment for 150+ new employees.

### Lotus Beta Analytics, Lagos — Web Development Intern

JUNE 2021 - AUGUST 2021

- Engineered websites using web development frameworks such as UI/UX Design, HTML, and CSS. Started learning a bit of back-end development with the likes of JavaScript.
- Tested work to check functionality, identify bugs, and correct issues.
- Contributed to team drafts of documents and projects to aid web management.

## SKILLS

Time management

Problem-Solving

Cash Handling

Merchandising

Upselling and Cross-Selling Techniques

Teamwork and Collaboration

Customer Service

Energetic Self-Starter

Hyper Text Markup Language (HTML) and Cascading Style Sheets (CSS)

## AWARDS

2X Ambassador's Award Recipient

Spanish 30 Diploma Recipient

Honor Roll with Distinction (2019/2020 and 2020/2021)

Five Year Working Certificate (Cobs Bread)

Headmaster's List (2020)

## **Kymand, Calgary — Sales Rep/Trainer**

JULY 2020 - SEPTEMBER 2020

- Identified customers' needs to deliver relevant product solutions and promotions and meet target budgets.
- Followed-up with clients after installations to assess quality service and customer satisfaction.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Demonstrated product features to align with customer needs.
- Developed customized sales techniques to successfully sell and upsell services to new and existing clients.

## **LANGUAGES**

English

Spanish

## **EDUCATION**

### **University of Calgary, Calgary — Bachelor's Degree in Engineering**

SEPTEMBER 2021 - APRIL 2026

One of my two degrees in my dual degree program.

### **University of Calgary, Calgary — Bachelor's Degree in Business**

SEPTEMBER 2021 - APRIL 2026

One of my two degrees in my dual degree program.

### **Rundle College Jr/Sr High School, Calgary — High School Diploma**

SEPTEMBER 2018 - JUNE 2021

My high school, where I graduated with my diploma and in the honors with distinction achievement.

## **REFERENCES**

### **Chris Anderson (Kymand Inc.) — Regional Manager**

+1 (403) 807-6352

### **Darren Stokes (COBS Bread Kensington) — Sales Manager/Baker**

+1 (604) 358-0759

### **Mr. Oluseyi (Deloitte) — IT Manager**

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