

MUSINAT MORENIKEMI HASSAN

Address: Lagos State. **Phone:**+2348024405991 **Email:** morenikemisinat@gmail.com

PROFILE

As a highly motivated individual with experience in telemarketing, customer service, and event management through team management, lead generation, product knowledge, and execution of successful events.

I am seeking a challenging product management internship position to leverage my skills in product development, effective communication, research abilities, strategic thinking, team management, and customer empathy skills to drive growth and success for impactful organizational growth, I am confident that I can make valuable contributions to your operations while developing my career.

Skills and Competencies:

- Strong written and verbal communication skills
- Exceptional team player with strong leadership abilities
- Experienced in customer relationship management
- Excellent time management skills

Proficient in using: Microsoft Word, HubSpot, Rasayel, Jira, Trello, and Whimsical.

PROFESSIONAL EXPERIENCE

Telesales & Customer support at HMD Group(Heavy Machinery Dealership)
date.

Sept 2022 till

- Generate leads and promote products or services to potential customers over the phone.
- Use effective telemarketing techniques, including cold calling, persuasion, and persistence in converting difficult leads to clients.
- Generation of quotes to clients and follow-up to close deals with clients.
- Follow up with customers to ensure satisfaction and address any issues they are concerned about.
- Keep accurate records of sales, customer information, and interactions in the CRM system.

- Collaborate with other sales team members and customer care representatives to achieve sales goals and ensure a positive customer experience.
- Stay up-to-date with product knowledge, pricing, and promotions to promote products and services to potential customers.
- Handling customer inquiries, complaints, and feedback in a professional and timely manner.
- Analyze and present competitor sales activities.
- Utilize customer care software and other tools to provide exceptional service to clients and enhance their experience with the company.

Personal assistant & Customer service representative at Urban 69 Designs Feb 2022 – Aug 2022.

- Provide exceptional customer service to clients, including answering inquiries and processing orders.
- Manage the calendar, prioritize tasks effectively, and meet deadlines for deliveries.
- Perform administrative tasks to ensure the smooth running of the fashion house.
- Ensuring all fashion supplies are available and machines are working properly to run the operations smoothly.
- Ensuring all product pictures are taken appropriately and to be shared to all social media accounts for advertising purposes.
- Stay up-to-date with fashion trends and competitors to make recommendations for improvement.
- Demonstrate excellent communication and interpersonal skills to build strong relationships.

Event Coordinator at Swifthrills Event May 2021 – Jan 2022

- Coordinate and execute events, from conception to completion.
- Work with clients to determine their event needs and preferences.
- Monitor the delivery of supplies and ensure operation runs smoothly.
- Maintain accurate event records.
- Stay up-to-date with industry trends and best practices.
- Demonstrate excellent communication and interpersonal skills.

Event Planning Intern at Finesse Events Jan 2017 - Jun 2017

- Assist in the planning and executing of events, including coordinating logistics and managing event setup and teardown.
- Research of venues and vendors to suit each type of event.
- Provide administrative support and review vendor contracts.
- Maintain communication with event vendors through the lifecycle of each event.
- Collaborate with other departments to promote events and engage with attendees.
- Handle multiple projects, prioritize tasks effectively, and meet deadlines.

EDUCATION

- OND, Art Design and Printing. Yaba College of Technology, Lagos State 2017- 2020.

CERTIFICATION

- IdeationHQ Product School(2024)
- Google Project Management(2023)
- University of Alberta Software Product Management(2023)

HOBBIES

- Reading
- Learning
- Traveling