

## **SAMSON IDOWU AGBERAYI**

**ADDRESS:** 5, Okanlawon Street, Mafoluku Oshodi, Lagos. **E-MAIL:** [info.ftchelpdesk@gmail.com](mailto:info.ftchelpdesk@gmail.com) **TEL NO.:** 08131374443. **DATE OF BIRTH:** 25 May 1992. **NATIONALITY:** Nigerian  
**LANGUAGES:** Fluent in English and Yoruba

### **PROFILE**

I am a dynamic retail and business development executive with about five years of practical and diverse experience providing logistics, marketing, sales, customer service and office administrative support, with proven ability to generate sales and revenue. An analytical and creative thinker, and a team player. I am highly attentive to details, and also ardently passionate about providing business support with strong skills in collaboration, interpersonal relationship, communication (written and oral), research, report writing and presentation, negotiation and persuasion, sales, customer service and relationship, and problem resolution.

### **ACADEMIC DEGREES**

#### **Federal Polytechnic Ado Ekiti**

Computer Science (HND)

- Thesis in Operations and Production Management

**Ekiti, Nigeria**

January, 2013 – 2015

#### **Federal Polytechnic Ado Ekiti**

Computer Science (OND)

**Ekiti, Nigeria**

November, 2009– 2011

#### **Amoye Grammar School Ikere Ekiti**

Senior School Certificate Examination (SSCE)

**Ekiti, Nigeria**

November, 2001– 2007

### **PROFESSIONAL EXPERIENCE**

#### **TUNJI & TUNJI STORES (TTS)**

*Warehouse Manager/Client Service Executive*

**Akure, Nigeria**

Mar, 2015

- Attending to customers' requests, enquiries and complaints via phone calls, emails, one-on-one interactions, social media instant messaging etc, and presenting solution to them for efficient services delivery aimed at customers' satisfaction and company's profitability.
- Selling of company's services to walk-in customers.
- Preparing proforma invoices for customers on request.
- Daily cash receipts from customers and submission to company's cashier; and reporting via email to the company's Finance and Accounts department.
- Creating and maintaining customers' database for after-sales services and for keeping customers informed on company's deals and promotions.
- Preparing regular reports on office expenses and raising vouchers for floats.
- Proper documentation of sales receipts, invoices and other important office documents.
- Handling and managing of office equipment.
- Managing office supply stocks and placing orders.
- Corresponding with key departments to ensure efficient service delivery and for problem resolution.
- Handling onboarding training for new staff in the unit, as well as provision of general office administrative support.
- Compilation of detailed reports on overall office administration.
- Reporting business findings and recommendations to the unit head via detailed emails.

#### **PG Warehouse & Events Plc**

*Store Keeper*

**Lagos, Nigeria**

August, 2018 – Jan., 2019

- Generated business leads, and pitched company's services to prospective clients.
- Prospected for new clients through calls, referrals and networking, and sold companies'

- policies to them.
- Developed and maintained rapport with new and existing clients in order to achieve sales targets.
  - Researched the market to identify potential target customers and new businesses, following up on new business opportunities, arranging meetings, preparing and making presentations.
  - Followed up on clients' enquiries and giving swift feedback.
  - Opened and managed clients' accounts.
  - Leadership: lead and assisted sub-unit sales teams, followed up on team members to ensure timely and excellent completion of assigned tasks, reviewed work done, provided coaching and assistance, gave timely feedback and generally ensured high team morale.
  - Wrote reports.
  - Worked to weekly and monthly sales target and reported to unit manager.

## **COMPUTER SKILLS**

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- Proficient in Microsoft Office (Excel, Word, PowerPoint, and Outlook), internet, email tools and Computer programming.

## **HOBBIES**

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- Teaching, Researching, Content development and writing, and Developing ideas.

## **REFEREES**

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- Referees are presented upon request

