



MOTUNRAYO BENSON



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Gothenburg, Sweden.

SUMMARY

A highly motivated and innovative professional with a profound passion for the service sector, specifically in digital services, business administration, project management, retail and order management, customer support, and marketing and sales solutions. My colleagues recognise me as a valuable team player and a positive force who drives success. I am committed to consistently exceeding productivity, achieving ambitious goals, surpassing sales and profit targets, and delivering exceptional results.

PROFESSIONAL EXPERIENCE

Morati Stores (Online), Retail Administrator

📍 Lagos NG, 11/2019 – 02/2025

Increased social media visibility led to a 39% rise in online sales and profitability within two months.

Nouryon Customer Service Representative

📍 Göteborg SE, 08/2022 – 02/2023

Facilitated customer contracts, saving 87% on gross profit through quality service, reliability, and communication in the APAC, USA, New Zealand, and Australian regions.

Bring Parcel B2B Returns Specialist

📍 Jönköping SE, 10/2015 – 05/2021

In the past two years, I improved the accuracy of all returns from 60% to 71%.

Postnord Sverige Freight Consignment coordinator

📍 Jönköping SE, 05/2017 – 12/2018

Augmented the precision in freightage documentation by 40% using a reliable method.

Marcus Evans, Junior Sales Executive

📍 Warsaw PL, 02/2013 – 08/2013

Liaised with the sales representatives every month-end and improved customer experience from 72% to 88%.

Mettler Toledo, Telemarketing Representative

📍 Warsaw PL, 05/2010 – 12/2011

Topped KPI targets by 12% by implementing weekly planning strategies across four teams, driving improved performance and alignment.

Auchan Retail, Store Bursar/Customer Service

📍 Warsaw PL, 06/2009 – 11/2009

Established as the first point of contact for customers and the internal network, increasing the efficient work process by 41%.

Marriott Hotel, Service Support

📍 Warsaw PL, 06/2008 – 12/2008.

I developed strategies to improve quality and increase the speed of service by 20%.

EDUCATION

Jönköping University 📍 SE, 2014 – 2015

Masters Program in Strategic Entrepreneurship

Clark University

📍 PL, USA, 2010 – 2013

MBA in Business Management, Marketing and Communications

Kozminski University 📍 PL, 2006 – 2010.

Bachelor in Marketing and Management

SKILLS

Microsoft 365, Google Suite, Slack
SharePoint, Outlook, CRM, SAP
Social media B2B, B2C, Ecommerce
Administration, Corporate Strategies
Customer Success, Project Management

REFERENCES

Available upon request.