

PROFILE

Dedicated and well-qualified Entrepreneur with over 10 years of experience working with different organizations at different levels, proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-orientated mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled at building effective, and productive relationships aimed at retaining present business, and creating new business opportunities. Dedicated Customer Service Representative and Business Developer motivated to improve service satisfaction and contribute to overall company success. Well-developed communicator versed in providing solutions.



MARGARET
JEMITUWI
ENTREPRENEUR

EDUCATION

West Africa Emerging Leaders Program, YALI Regional Leadership Center

Accra | 2021 January - Present

Business & Entrepreneurship

Graduate Internship in International Development, Institute for Development Research

Virtual | 2020 October - 2021 January

Dataville Research LLC

B. Sc. Honors Degree in Entrepreneurship and Business Management, National Open University of Nigeria

Ilorin | 2016 January - 2020 February

Second Class (Lower Division)

S.S.C.E, FAAN Secondary School

Kano | 2003 - 2009

WAEC



+2348035380997



margaretlola92@gmail.com



Jubilation Avenue, Mpape, Abuja, Nigeria

Birth Date

17/01/1992

SKILLS

Written And Verbal Communication

Microsoft Office

Results Oriented

Leadership

Digital/Social Media Marketing

Customer Relationship

Administrative Support

Team Player

Problem Solving

Organizational Skills

LANGUAGES

English

Yoruba

Hausa

Pidgin English

International Training, United Nations (UN) Habitat

Cairo, Egypt | 2012 February - 2012 March

- Project Management
- Financial Management
- Monitoring & Evaluation
- Engaging Locally Elected Leaders

EMPLOYMENT HISTORY

Relationship Officer, GoldenBridge Asset Management Company

Abuja | 2020 July - Present

- Brought in new clients and increased revenue by promoting company and available services.
- Resolved customer complaints quickly, employing knowledge of investment products, bank policies and customer service strategies.
- Developed and implemented Marketing strategies and consistently achieved targets.
- Protected company and customer data by consistently following company's policies.
- Tracked daily activities in Excel for consistent reporting.
- Developed solid relationships with staff, customers, and vendors.
- Collaborated with team members to meet daily demands and handle challenging projects.
- Contributed many successful ideas to improve marketing.

Corps Member, National Youth Service Corps (NYSC)

Ilorin | 2020 January - 2020 June

Sales and Marketing Executive, Excellence Training Center

Doha | 2017 October - 2019 May

- Captured consistent customer sales with friendly, knowledgeable support.
- Recommended merchandise to suit customer budget and preferences.
- Drove sales success by building displays and merchandising attractive arrangements.
- Resolved concerns using strong communication and conflict management skills combined with expert sales abilities.
- Increased revenue with proactive follow up on previous purchases and maintaining contact with frequent customers.

- Created memorable customer experiences by offering personalized sales support.
- Developed customer base by connecting with over ten customers per day.
- Promoted products effectively by staying on top of offerings and prices.

Customer Service Representative, Neshlooks Enterprise

Ilorin | 2015 June - 2017 August

- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Processed refunds, exchanges, and company credits for customers facing issues such as wrong items and defective items.
- Maximized satisfaction by anticipating needs and consistently offering expert support and Referred unresolved customer grievances to designated departments for further investigation.
- Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.
- Protected customer and company information with strict use of established security procedures.
- Answered fifteen inbound calls each day to handle various concerns, set appointments, and close sales.
- Helped improve processes and products by relaying customer feedback.
- Completed inquiries and followed up with customers to share findings and offer solutions.

Program Officer, Love Planet Organization

Kano | 2013 June - 2016 February

- Lead, manage and Allocate resources and supplies to ensure staff and volunteers can complete their responsibilities to their highest potential
- Create programs and challenges that are effective and efficient as possible
- Ensure that all implemented activities are relevant to the mission and vision of the organization
- Be public face of the organization
- Carry out fundraising efforts with only highest ethical standards Identify fundraising strategies that benefit and complement mission and vision of the organization
- Provided continuous evaluation of program operations as compared with established mission and set parameters.
- Developed and maintained effective frameworks, standards and requirements.

- Managed social media accounts by composing content, engaging with followers in comments, monitoring activities, and researching trends.

Customer Service Representative, Nelven Hope Charity Foundation

Kano | 2010 March - 2012 March

- Answered 10 inbound calls each day to handle various concerns, set appointments, and close sales.
- Maintained office files
- Managing daily/weekly/monthly agenda and arrange new meetings and appointments
- Preparing and disseminating correspondence, memos and forms
- Attend to visitors
- Managed paperwork and updates for new sales and program sign-ups.

Answered customer questions about policies and procedures with friendly and knowledgeable approach.

REFERENCES

Available on Request

COURSES

Professional Makeup Course, House of Tara

2019 June - 2019 September

Fashion Illustration Course, Bamidele Fashion

2019 May - 2019 August

Fashion Design, Lorinder Fashion Academy

2019 April - 2019 August

Catering and Culinary Studies, YEKODS Culinary and Catering School

2019 January - 2019 April

Blogging and Content Marketing, Shaw Academy

2016 April - 2016 July

Information Technology, Hands-on Institute of Information Technology (HIIT)

2009 September - 2009 December

EXTRA-CURRICULAR ACTIVITIES

Volunteer, Onlife Initiative

Virtual | 2020 May - 2020 November

Accelerating the abandonment of unsafe abortion among Adolescent Girls and Young women in Nigeria

Volunteer, Taimako Support group

Kano | 2011 January - 2011 September

Community volunteering in identifying people infected with Tuberculosis.

Project Director, United Nations (Habitat) Urban Youth Fund

Kano | 2012 January - 2012 December

Poverty Alleviation Among Disabled Youths

Monitoring and Evaluation Officer, USAID Via Love Planet Organization

Kano | 2013 January - 2014 August

Identifying Most At Risk Populations (MARPs) and sensitizing MSMs.

HOBBIES

Travelling, Movies, Learning new things and Writing.