****

**NAME: OLUYEMI MOYOSORE *ODELEYE***

**Passport No: A11241727**

**Nationality: Nigerian**

**Visa: Own Visa**

**Mobile: 971509903056**

**Email: odeleyemoyosore@yahoo.com**

**PROFILE SUMMARY**

**Energetic sales trainer with a strong background in retail and customer service support. Multiple award winner in sales and customer service champion over the years in service of working in Dubai. I have strength in customer relationship management. I am recognized for my professional, consistent, passion for fashion, innovative and successful customer service. Proven customer service champion with special capabilities in motivating teams, strategizing and implementing workable presentation to achieve maximum sales.**

**STRENGTH**

•**Multi-tasking skills
• Excellent communication skills in English
• Team player and self-driven attitude
• Ability to communicate precisely
• Strong interpersonal skills
• Good computer skills in MS Office Tools/Power point and Computer Programming • Ability to adapt to change
• Excellent interpersonal and customer service**

**ACCOMPLISHMENT AND AWARDS**

* **Best customer service champion of the year (Reiss London, Mall of the Emirates)**

***WORK EXPERIENCE***

***Promoter (Mobiles and Accessories) /Sharaf DG/Sharjah City Centre-***

* Develop a deep understanding of all gadgets and appliances being promoted including their features and benefits.
* Fix screen protectors and assist customers with their choice of phone selection.
* Pitch about phones and gadgets available in the store and guide them on its uses.
* Approach customers with a friendly and approachable demeanor, creating a positive and welcoming shopping experience.
* Provide information, answer customer queries and offer personalized recommendations based on their needs.
* Communicate customer feedback to store management and brand representatives.
* Provides sales reports to store management and store supervisors.
* Monitor product stock levels and assist in restocking efforts.
* Maintain records of daily sales, and customer feedback on products.

***Sales promoter, Philips Avent Electonic Gadjets, Deira City Centre 2021-2023***

* Inform customers about discount and offers available.
* Update teams on any new development and information.
* Demonstrate to customers how to use the products.
* Preparing commercial trade report weekly.
* Offering a comprehensive and exceptional customer service to every walked in customers
* Handled cash and credit card transactions.
* Served multiple customers, discovered their needs and made recommendations to generate sales.
* Responsible for building strong communication, interpersonal and relationship skills with team members.
* Coach and guide team to be more friendly and more engaging with the customers.
* Achieving store targets and kpi.

**Senior Sales Associate/Garage Clothing (Apparel Group) Oct 2018- Oct 22-2020 Dubai Mall, Dubai.**

* Attending to customers’ requests and needs
* Responsible for product knowledge presentation to teams
* Responsible for the commercial report of the weekly activities.
* Handling cashiering and customer complaints.
* Updating the team on the commerciality report on store KPI and competitors report.

**Senior Sales Associate/ Reiss London (Land Mark International) July 2016-2018 Mall Of The Emirates and Dubai Mall.**

* Coordinating and giving presentation on customer service and fashion spectrum.
* Handling the admin responsibilities in the store.
* Training and orientation of new employees
* Responsible for stock request on fast selling collections weekly
* Preparing commercial trade report weekly.
* Offering a comprehensive and exceptional customer service on the shop floor and fitting room.
* Handled cash and credit card transactions.
* Served multiple customers, discovered their needs and made recommendations to generate sales.

***Academic Background***

*2019-Certification in Textile and Fabrics, Dubai, UAE*

2005-2011: Lagos State University, Ojo Lagos, Nigeria (B.A English lang. and Literature).

 2003: Florin Computer High School, Isolo Lagos, (Diploma in Computer Programming)

2004: SSCE Certificate.

**PERSONAL DETAILS**

Sex: Female

Marital Status: Married

Language: English