

HABEEB MAYOWA KUSIMO

Mussafa, Abu-dhabi

0529 816 541

kusimomayowa@gmail.com

PROFESSIONAL PROFILE

Enthusiastic Sales Associate offering over 8 years of experience in retail with impeccable ability to deliver outstanding customer service. Recognized for unparalleled capacity to communicate with customers and provide exceptional service ensuring customer satisfaction, retention and positive feedback. Have a track record of surpassing sales goals with proven ability to drive sales increase through upselling techniques and implementing effective processes that promotes profitability.

PROFESSIONAL SKILLS

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|---------------------------|-------------------------|------------------------|
| • Sales Closing | • Marketing & Upselling | • Inventory Management |
| • Interpersonal Relations | • Customer Relations | • Problem-solving |
| • Communication | • Negotiation | • Merchandizing |
| • Order Processing | • Phone Etiquette | • Process Improvement |

PROFESSIONAL EXPERIENCE

Health Safety Officer Cum Warehouse Coordinator

SAIF BIN DARWISH CIVIL CONSTRUCTION LLC – Mussafa, Abu-Dhabi

Jul 2019 - Sep 2021

- Conducted risk assessment of the workplace and work activities.
- Prepared reports after survey of all manhole conditions prior to cabling.
- Established a detailed control measures to reduce risk.
- Developed safe system of work to obtain work permit.
- Conducted tool box talk for workers at the start of shift.
- Alternated goods in inventory by observing first-in/first-out approach to keep shelves organized and properly stocked.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Identified issues, analyzed information and provided solutions to problems.
- Used coordination and planning skills to achieve results according to schedule.
- Promoted safe working environment at all time by ensuring all applicable standards, policies and regulatory guidelines are followed.

Sales Associate

SAMSUNG – Lagos, LA

Jul 2017 – Feb 2019

- Identified client needs, built relationships and overcame objections to drive sales.
- Set up appointments with over 35 potential customers daily to discuss new/existing products and services.
- Help an average of 60 customers per day in identifying or making a choice of product.
- Adapted sales techniques to specific clients and promoted products based on individual client needs.
- Utilized various sales techniques to close sales and drive sales revenue.
- Boosted sales by enhancing product presentations and advertising collateral while working alongside retail representatives.
- Established positive relationship with customers while ensuring customer satisfaction to promote return business.
- Achieved an average of 145% fs sales goals for 4 consecutive months in 2018.

Technical Support Engineer

TECHNO MOBILE – Ikeja, LA

Oct 2015 – Nov 2017

- Removed and replaced malfunctioning components to correct hardware problems.
- Helped streamline repair processes and update procedures for support action consistency.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Engaged end users and answered questions via email, phone, and website live chat and in forums.
- Managed administrative staff, oversaw recruitment, scheduled interviews and carried out a reference check.
- Wrote reports, updated procedures, and employee general records and led new administrative employee orientation.

- Involved in review of employee reward strategy, and proposals for improvement of the same.
- Managed all employee work records as well as manage and implement exit survey process
- Ordered and provided supplies, maintained communication systems and resolved issues between employees.

Sales Representative

CASH N CARRY, Ikeja Lagos – LA

Jun 2013 - Oct 2015

- Interacted with problematic accounts, helping to build lasting rapport and boosting revenue opportunities.
- Met frequently with technical, product management and service personnel to stay current on company offerings and business policies.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Utilized professional sales techniques to persuasively communicate with clients.
- Recommended accurate and effective solutions to customers after identifying problems.

Sales Representative

NOKIA CARE – Ikeja, Lagos

Mar 2010 – Jul 2012

- Increased profits by 25% through generating and maintaining relationships with over 100 accounts.
- Reached out to customers after completed sales to evaluate satisfaction and determine immediate service requirements.
- Utilized various sales techniques to develop relationships with customers and drive sales.
- Set up appointments with potential and current customers to discuss new products and services.
- Increased revenue by implementing effective sales strategies in all aspects of sales cycle process.
- Effectively sold new products by informing satisfied customers about the offer and other additional services.
- Liaised with customers, management and sales team to better understand customer needs.
- Recommended appropriate solutions to customer complaint and solved complex problems that impacted management.

EDUCATION

Westford University College - Sharjar, UAE

2020

PG Diploma, Supply Chain Management and Logistics

University of Ibadan, Ibadan

Apr 2017

Bachelor of Science in Psychology