



PERSONAL DETAILS



Dubai, U.A.E



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Nigerian



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LANGUAGES

English (Written / Verbal)

SKILLS

- Communication skills- verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Data collection and ordering
- Customer service orientation
- Adaptability
- Self-initiative
- Stress tolerance

AFOLAYAN TITILAYO OLAWUMI

Sales Executive cum Sales Representative



PERSONAL PROFILE

Possessing 5 years of sales experience behind me in the Gulf region, has made me professionally competent to deliver an extraordinary client service with proven records of accelerating sales growth, higher customer loyalty levels and effective serving. Ability to manage well as an independent contributor and as a team member have taken me heights to stand out in performance.



EMPLOYMENT HISTORY

Senior Sales Assistant

Apparel Group, Tommy Hilfiger, Sahara Center, Sharjah, U.A.E

Dec 2015 – Dec 2019



Duties and Responsibilities

- Assisting the Store Manager organizing, planning and implementing strategies to improve business.
- To track the store progress weekly, monthly, quarterly and yearly.
- Mentoring the team and motivating to perform their best.
- Mentoring and training new staff.
- To ensure the quality customer service
- Organize sales presentations, monitor inventory
- Handling complaints from the customers

Store & Sales & Marketing to Outdoor Clients

Alico Insurance Company, Lagos, Nigeria

Apr 2012- Mar 2015



Duties and Responsibilities

- Work with customers with the most cheerful and pleasant disposition
- Give answers to customers' questions or concerns related to the product they are charged to sell and demonstrate good knowledge of the product
- Communicate and assist customers in any way possible and as the customers may require
- Deal with customer's complaints professionally and with restraint
- Close as many deals and transactions as possible
- Bag products for the customers (if there's no other assigned to that)
- Report sales accurately
- Process or help process payments made by the customer – whether by in cash or credit card
- Call regular patrons on the phone or other people at retail outlets or storage
- Travel at times to sell and make representations of the products to clients'

Sales Executive

Procter and Gamble, Lagos, Nigeria

Jun 2011 – Feb 2012



Duties and Responsibilities

- Responsible for providing excellent customer service by offering ideas on the selection of clothing and accessories
- Handle the tasks of getting clothes and accessories for trial
- Perform responsibilities of cleaning the store to make it appear in an appealing and presentable manner
- Responsible for providing knowledge of the fabrics and materials to customers
- Handle the tasks of preparing and maintaining sales record on a daily basis
- Participate in sales trainings and programs to enhance sales skills and techniques



EDUCATION

✓ Bachelor of Arts

2006



COMPUTER SKILLS

✓ Basic computer knowledge in Microsoft Excel, Word and Power point.



REFERENCES

Can be provided up on request



DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge and belief.

Afolayan Titilayo Olawumi