



# Adetola Temitope Victoria

1-9 Building, Al khail gate phase 2, Al Qouz 2. Visa status: husband Visa  
Language: English Language Nationality: Nigeria Profile Summary: A retailer,  
Sales and customer service Associate with more than 6years of experience.  
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## Objective

To obtain employment with a company that promotes quality products and provides me with opportunities to meet and exceed assigned sales goals and also to enhance my customer service relations and skills as a sales associate with potential for career growth.

## Academic Details

### **Kwara state polytechnic**

Diploma in Computer science , 85%, 2013

### **Stokhan comprehensive college**

Senior Secondary school Certificate , 80%, 2010.

## Work Experience

### **Mark & Spencer (M&S)**

Sales and customer service Associate , Mar 2021 - till date

Role : Greeting Customers, responding to Questions, improving engagement with merchandise and providing outstanding customer service.

Operating cash registers, managing financial transactions, and balancing Drawers.

Achieving established goals.

Ensure a clean work area while processing item stock and completing mark downs.

Maintain up-to-date product knowledge by participating in product and vendor training.

Directing customers to merchandise within the store.

Increasing in store sales.

Superior product knowledge.

Maintaining an orderly appearance throughout the sales floor.

Introducing promotions and opportunities to customers.

Cross-Selling products to increase purchase amounts.

### **All Goods Store (Ajman city centre)**

Sales and customer service Associate , Dec 2018 - Dec 2020

Role : Performed daily department tasks including stocking, replenishing, creating merchandise displays, remerchandising, pricing markdowns, transferring merchandise, inventory control, and processing transactions.

Managed proper and attractive merchandise display, ensuring strategic placement of products that maximized purchases.

Provide outstanding customer service, receiving 96% in customer service feedback surveys.

Answered product questions and concerned by clarifying the customers situation, determining the cause of the problem; selected and explained the best solution.

### **LG SHOWROOM**

Sales and customer service Associate , Mar 2016 - Oct 2018

Role : Provide detailed information on services and products to customers.

Assisted an average of 40 customers per day in finding or selecting products such as washing machine, Projectors, speakers, Home theaters, Air conditioners, Refrigerators and so forth.

Drove sales through up-selling products based on customer's past purchases and preferences.

Assisted in marketing efforts while building rapport with customers by inviting them to special store events.

## **SAMSUNG ELECTRONICS**

Sales and customer service Associate , Oct 2014 - Jan 2016

Role : Solved technical issues in Samsung mobile, tablet and Samsung Windows laptops.

Exceeded monthly sales quotas for handsets, cellular activations and accessories.

Trained customers on the setup, operation, and maintenance of mobile phones and tablets.

Conducted offsite presentations to promote company products and services.

Increased store profitability by acquiring and managing small business accounts.

Coached co-workers and customers on Samsung devices as lead product advocate.

### **Field of Interest**

Sales  
Customer service  
Marketing  
Retailing

### **Skills**

Organisation and interpersonal Skills  
Communication and retail software skills  
Problem-solving and Numeracy  
Time management  
Product knowledge and detail-oriented

### **Strength**

Enthusiasm  
Trustworthiness  
Creativity  
Patience  
Determination  
Dedication

### **Hobbies**

Reading  
Travelling  
Listening to music

### **Reference**

**Available on request**



(Adetola Temitope Victoria )

