ABIOLA MARY ISAAC

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PROFESSIONAL SUMMARY

Dynamic, highly skilled Retail Supervisor, Customer Service Specialist, and In-Store Trainer with over 10 years of experience across premier retail, hospitality, administrative, and accounting sectors. Proven track record in driving sales growth, coaching high-performing store teams, optimizing store operations, inventory management, and delivering exceptional customer experiences. Holds an Ordinary National Diploma (OND) in Business Management, combining practical operational leadership with formal management principles.

CORE COMPETENCIES

- Retail Sales & In-Store Staff Coaching
- Customer Service Excellence & Upselling
- Financial Reconciliation & VAT Processing
- Inventory Management & Store Procurement
- Cash Register & POS Operations
- Team Leadership & Staff Supervision

PROFESSIONAL EXPERIENCE

Sales Associate & In-Store Trainer | *BrandCo Nigeria Limited (Adidas Flagship, Lekki)* (Jul 2025 – Present)

- Drive revenue growth by actively engaging customers, upselling flagship products, and processing retail transactions efficiently.
- Maintain deep product and promotional knowledge to address customer inquiries accurately and enhance overall store satisfaction.
- Observe sales floor operations to identify employee skill gaps, designing and delivering practical coaching sessions to elevate team performance.
- Training and Coaching both old and new associate
- On-Boarding new associate while working with Canva, Microsoft Forms, Word and PowerPoint.

Customer Service Representative | *Daytona People & Pharmacy 24/7 Supermarket, Lekki* (Feb 2023 – Apr 2024)

- Delivered high-touch customer support by actively listening to inquiries and promptly resolving complex customer service issues.
- Collected and structured customer feedback to assist management in improving service workflows and product availability.

Assistant Accountant | *Noir Restaurant, Victoria Island* (Jan 2022 – Jul 2023)

- Performed monthly account reconciliations and accurately processed inbound/outbound vendor invoices.
- Prepared and calculated VAT returns in compliance with tax regulations, maintaining clear financial records.

Sales Representative, Cashier & Supervisor | *Shoprite Retail Supermarket Nigeria Ltd, Lekki* (Feb 2018 – Aug 2022)

- Supervised cashier team performance, recognizing exceptional sales achievements and maintaining orderly checkout operations.
- Managed accurate POS transactions, item scanning, cross-selling initiatives, and daily cash balancing.

Procurement Officer & Storekeeper | *Glee Hotel, Victoria Island* (Nov 2020 – Feb 2021)

- Managed hotel procurement workflows, sourcing quality goods and negotiating supplier arrangements.
- Maintained structured inventory database records and conducted regular physical stocktaking in the warehouse.

Deli & Counter Assistant | *Shoprite Retail Supermarket Nigeria Ltd, Lekki* (Nov 2014 – Feb 2018)

- Maintained strict food hygiene and safety standards across kitchen and service display areas according to merchandising policies.

Sales Representative & Cashier | *Kentucky Fried Chicken (KFC), Victoria Island* (Jul 2012 – May 2013)

- Handled customer orders, cross-sold menu items, and managed accurate cash register transactions.

Secretary | *Lagos State Council, Olowogbowo Area Office, Lagos Island* (May 2012 – Oct 2012)

- Organized administrative files, managed office supply inventory, scheduled appointments, and handled official correspondence.

EDUCATION

Ordinary National Diploma (OND) in Business Management | Lagos State Polytechnic (LASPOTECH), Isolo, Lagos (2021)

ADDITIONAL INFORMATION

Languages: English (Fluent), Yoruba (Fluent)
References: Available upon request