OKE VICTOR

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PROFESSIONAL SUMMARY

I am a well-mannered, self-motivated, and knowledgeable individual with experience dealing with customers in a busy retail environment. I am skilled in problem-solving, have a strong background in administrative duties, and enjoy working collaboratively with others.

CORE SALES & COMMERCIAL SKILLS

- Maintained administrative records
- Delivered excellence in customer service
- Allocated duties to individual staff members
- Maintained work schedules
- Proficient in Microsoft Word & Microsoft Excel

PROFESSIONAL EXPERIENCE

Territory Sales Representative – Winco Foam *(2005-Till Date)*

- Build strong relationship with distributors and retailers.
- Identified new business opportunities.
- I ensured products availability.
- I manage customers account.
- I monitored competitors activities.
- I prospect new client and reengaged inactive ones.

Store Supervisor — Barbedos Fertilizer *(2020 – 2025)*

- Maintained comprehensive tracking of raw materials in and finished goods out at all stages.
- Maintained effective communication among warehouse staff.
- Monitored scheduled loading and truck outbound dispatch.
- Received raw materials and signed waybills upon verifying quantities.
- Ensured dispatched goods matched waybill specifications.
- Conducted inventory stock-taking and prepared daily operational reports for the plant.

Warehouse & Inventory Officer — Continental Logistics Limited (TAK Agro & Chemical Ltd) *(2017 – 2020)*

- Ensured materials were appropriately stored and secured.
- Managed and maintained inventory to optimal operational levels.
- Carried out annual inventory audits and compiled detailed reports.
- Coordinated the transportation of raw materials from suppliers to the warehouse.
- Oversewed and resolved customer-based queries.
- Tracked, received, and stocked all incoming raw materials.

Customer Care Agent — Airtel (Ison BPO International Ltd) *(2014-2015)*

- Attended to subscriber requests, queries, and complaints promptly.
- Answered incoming calls from subscribers and provided relevant service information.
- Delivered high-quality customer service to a minimum of 180 customers within an 8-hour daily shift.

Administrative Assistant — Local Government Area Office (NYSC) *(2013 – 2014)*

- Onboarded new Corp members.
- Managed schedules and appointment calendars.
- Maintained office supplies, inventory, and equipment.

Assistant Accountant / Fuel Attendant — Conoil Nigeria Plc *(2010 – 2011)*

- Reviewed and generated sales invoices and purchase orders.
- Recorded invoices, bills, cash receipts, and customer payments.
- Provided customers with information regarding fuel products and additional services.
- Checked fluid levels and tire pressures for customer vehicles.

EDUCATION & QUALIFICATIONS

Postgraduate Diploma (PGD) in Customer Relationship Management *(2013 – 2014)*

Institute of Customer Relationship Management

Higher National Diploma (HND) in Business Administration & Management *(2010 – 2012)*

Federal Polytechnic Kaura Namoda

National Diploma (ND) in Business Administration *(2007 – 2009)*

Federal Polytechnic Kaura Namoda

LANGUAGES

English, Yoruba, Hausa

REFERENCES

Available upon request.