

AJAO FARUQ DAMILOLA

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PROFESSIONAL SUMMARY

Results-driven Sales Supervisor with several years of progressive experience in retail sales leadership and customer service excellence. Proven ability to lead sales teams, coach staff, drive performance targets, build strong client relationships, and deliver outstanding customer experiences. Skilled in identifying upselling opportunities, resolving complex concerns, and fostering a high-performance retail environment. Strong communicator with excellent organizational, problem-solving, and team leadership skills committed to supporting business growth and operational excellence.

CORE SKILLS

- Team Leadership & Staff Supervision
- Sales Performance Management
- Customer Relationship Management
- Customer Service & Complaint Resolution
- Upselling & Cross-Selling Strategies
- Client Retention & Relationship Building
- Product Knowledge & Recommendation
- Communication & Interpersonal Skills
- Teamwork & Collaboration
- Analytical & Problem-Solving Skills
- High Ethical Standards & Integrity
- Microsoft Word, Excel & PowerPoint

WORK EXPERIENCE

Sales Supervisor

Crux, Chevron Drive, Chevron, Lagos State | 2024 – 2026

- Supervised daily sales operations and guided team members to achieve performance targets.
- Built and maintained strong relationships with customers to encourage repeat business and referrals.
- Identified customer needs and recommended suitable products based on their preferences.
- Provided ongoing customer support and addressed customer concerns professionally.
- Identified opportunities for upselling and improving overall customer satisfaction.
- Maintained a professional and customer-focused approach while mentoring junior staff.

Sales Supervisor

Ruff n Tumble, Shoprite Lekki, Lagos State | 2022 – 2024

- Supervised sales floor activities and supported colleagues to deliver efficient service.
- Assisted customers in selecting products that met their needs and preferences.
- Built positive relationships with clients to encourage customer loyalty and retention.
- Identified opportunities for upselling and cross-selling to drive revenue growth.
- Worked collaboratively with the team to provide a welcoming shopping experience.
- Responded to customer enquiries and resolved concerns in a professional manner.

Sales Representative

Smartmark Ltd (Levi's), The Palms Mall, Lagos State | 2021 – 2022

- Identified potential customers and initiated conversations to understand their needs.
- Provided customers with relevant product information and recommendations.
- Assisted customers throughout the sales process to ensure a smooth experience.
- Supported customer satisfaction through effective communication and product knowledge.
- Contributed to maintaining a positive and professional retail environment.

Litigation Officer

Adebayo Yusuf & Co., Campos, Lagos Island, Nigeria | 2015 – 2020

- Prepared, filed, and served court documents, including writs, statements of claim and defence, motions, and affidavits.
- Assisted in preparing legal documents, correspondence, witness statements, and pleadings.
- Maintained professional communication and organizational standards when handling legal documentation.
- Supported the preparation and management of case-related documentation.

EDUCATION

Moshood Abiola Polytechnic, Abeokuta, Ogun State

Higher National Diploma (HND), Mass Communication | 2019 – 2021

Tolyfun Kay International College, Ijora, Lagos

West African Senior School Certificate Examination (WASSCE) | 2010 – 2016

REFERENCES

Available upon request.