

JEGEDE TITILOPE ESTHER

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OBJECTIVES:

Results-driven and customer-oriented Sales Associate with extensive experience in retail Businesses, general store operations, and office environments. Adept at assisting customers with product selection, handling transactions, and maintaining inventory accuracy. Skilled in providing tailored recommendations in pharmaceutical sales, ensuring compliance with healthcare regulations, and delivering top-tier service in fast-paced retail settings. Strong organizational and communication skills enable effective office support, document management, and business operations. Passionate about creating a seamless shopping experience, fostering customer loyalty, and contributing to efficient workplace processes. Seeking an opportunity to apply retail and administrative expertise in a dynamic organization.

PERSONAL SKILLS:

- Ability to engage with customers, understand their needs, and provide tailored assistance.
- Effective verbal and written skills for interacting with clients, colleagues, and management.
- Skilled in product promotion, upselling, and encouraging customer loyalty.
- Quick to adjust to changing business demands and resolve issues efficiently.
- Ensures accurate pricing, proper stock organization, and error-free transactions.
- Works well with colleagues to improve store operations and customer satisfaction.
- Efficiently manages tasks, inventory, and customer flow.
- Keeps up with industry trends, competitor offerings, and customer preferences.
- Committed to delivering high-quality service and maintaining a positive attitude.
- Experience using retail software, cash registers, and inventory tools.

EXPERIENCE:

MERCY B PHARMACY AND STORE, IKORODU LAGOS.

2023 – 2025

Sales Associate

Duties:

- Greet customers, provide product recommendations, and assist with inquiries about pharmacy and store items.
- Process purchases, handle payments, and ensure accurate billing.
- Stay informed about pharmacy products, health essentials, and general store merchandise.
- Monitor stock levels, restock shelves, and ensure proper labelling of products.
- Follow pharmacy regulations, store policies, and health guidelines.
- Inform customers about discounts, special offers, and loyalty programs.
- Address customer concerns professionally and escalate issues when necessary.
- Maintain a clean and organized sales floor for a pleasant shopping experience.

KUNLEX AND CO AUTOS, IKORODU, LAGOS.**2021 – 2023****Secretary / Sales Representative****Duties:**

- Assist clients with product selection and inquiries.
- Process purchases, handle payments, and track sales performance.
- Stay updated on company offerings and market trends.
- Inform customers about discounts and special offers.
- Address customer concerns professionally and escalate issues when necessary.
- Manage schedules, appointments, and office correspondence.
- Prepare reports, presentations, and maintain filing systems.
- Handle phone calls, emails, and client inquiries professionally.

KD RESTAURANT, IGOLONTO, IKORODU, LAGOS.**2019 – 2021****Sales Representative****Duties:**

- Greet and assist customers, provide menu recommendations, and ensure a positive dining experience.
- Process orders, handle payments, and promote special offers or discounts.
- Stay informed about restaurant menu items, ingredients, and promotions.
- Encourage customers to try new dishes, combos, or loyalty programs.
- Address customer concerns professionally and escalate issues when necessary.
- Monitor product availability, restock items, and coordinate with kitchen staff.
- Work closely with waitstaff, kitchen personnel, and management to enhance service quality.

EDUCATION:**IREWLESE COMMUNITY PRIMARY SCHOOL, ILESHA, OSUN STATE.****2008 – 2014**

Senior Secondary Certificate Examination (SSCE)

IWARA COMMUNITY HIGH AND MIDDLE SCHOOL, ILESHA, OSUN STATE.**2002 – 2008**

First School Leaving Certificate (FSLC)

HOBBIES:

- Volunteering work
- Market Research & Trend Analysis
- Travel & Exploring New Places
- Interacting
- Organizing & Planning Events
- Traveling

REFEREES:**AVAILABLE ON REQUEST**

