

YAHAYA DAVID HUSSENI

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Nyanya, FCT Abuja.

PROFESSIONAL SUMMARY

A highly skilled individual in Security, customer management and sales services with vast experiences working with multinational organizations. Self-driven, results-oriented with a positive outlook and a clear focus on high-quality service delivery and value for money. A natural forward planner who critically assesses her performance. Mature, credible, reliable, tolerant, and determined. An empathic communicator who can see things from the other person's point of view. Sufficiently mobile and flexible to travel up to a few days a month within and outside Nigeria. Keen for new experience, responsibility, and accountability. Able to get on with others and be a team player

SKILLS AND COMPETENCE

- Surveillance System Knowledge
- Knowledge of Security Across Various Platforms
- Strong Negotiation and persuasive skills
- Ability to Work with a team
- A brilliant communicator
- Strong technical front desk skills
- Ability to work independently
- A genius organizer
- Outstanding interpersonal skills
- Strong Business Acumen
- Attention to Detail
- Ability to Multitask

WORK EXPERIENCE

Organization: United Bank of Africa (UBA) 2020 - Till Date.

Position: Direct Sales Executive (DSE)

Responsibilities:

- Create persuasive arguments to sell products and services to customers.
- Create cost-benefit analyses of customers.
- Maintain positive relationships with customers.
- Regularly reach out to potential customers.
- Take care of customer complaints quickly and efficiently.
- Set and maintain sales target goals.
- Communicate with team members regularly.
- Preparing and submitting sales contracts for orders.
- Answer customer's questions.
- Write up reports on customer satisfaction.

- Keep up with current sales trends.
- Greet and assist customers.

Organization: African Development Bank Abuja (contract staff) 2017 - 2020

Positions: CCTV System Monitoring
Outdoor Security

Responsibilities:

- Creation of computerized staff access card for existing and new staff.
- Responding to emergencies.
- Protecting the properties.
- Controlling access to buildings and protecting employees, guests and the public.
- Monitoring alarms and surveillance systems.
- Patrolling areas and performing security check
- Incidence reporting and tracking of stored footage
- Equipment maintenance
- Examine and operate new equipment prior to installation in order to ensure that it performs properly.
- Repair radio equipment as necessary, using electronic testing equipment, hand tools, and power tools

Organization: D & L Goodybag Nigeria Lokoja 2016 -2020

Position: Administrative /Customer care assistant

Responsibilities:

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Manage large amounts of incoming phone calls
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Preparing of outgoing mail by drafting correspondence, securing parcels etc.
- Keeping updated records and files
- Monitoring of office expenses and costs
- Monitoring of office supplies and placing of orders when necessary
- Doing other tasks as assigned by the management.

EDUCATIONAL QUALIFICATIONS

Kogi State University, Anyigba B.Sc. (Hons) Biological Sciences (Botany option).**Second Class Lower Division** 2011 – 2015

Government Science Secondary School, Dekina. 2002 – 2008
Senior Secondary School Certificate (WASSCE/NECO).

CLUB AND SOCIETY

NYSC Drug Free and Quality Control Club_ 2016

PROFESSIONAL CERTIFICATE

Diploma certificate in computer applications

2013

HOBBIES

Making new friends and Traveling

REFEREES:

Available on request