**NAME: Yusuf Suleiman**

**Nationality: Nigeria**

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**EDUCATION AND PROFESSIONAL STATUS**

|  |  |  |
| --- | --- | --- |
| **SCHOOL ATTEND** | **QUALIFICATION** | **YEAR** |
| Chartered Institute of Logistics and Transport (CILT (Uk)) | Certificate | 2022 |
| Bayero University Kano | Bsc. Computer Science | 2017 |
| F.C.E (T) Bichi | N.C.E Certificate | 2011 |
| iSON Xperience International (MTN) | Certified Customer Care Representative | 2019 |
| iSON Xperience International (Airtel) | Certified Customer Care Representative | 2020 |
| DFID-ESSPIN Nigeria (SEPS Project) | Data Collector/Enumerator/Entry | 2010 |

**WORK EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **ORGANIZATION/LOCATION** | **POSITION** | **JOB DESCRIPTIONS** | **YEAR** |
| **8BM Freight and Logistics Company** | **Logistics Assistant** | * **Onboarding transporters (preferably truck owners) and ensuring that all** * **documents are filed in accordance with our processes** * **● Negotiating costs of trips to the minimum** * **● Providing trucks to fulfill our client’s orders and ensuring that these trucks meet** * **the conditions stipulated by the company.** * **● Managing the movement of any trucks either enroute to pickup or dropoff** * **location. This includes regular calls to the driver or transporter and following** * **with the transport manager to monitor the progress of the journey.** * **● Ensuring the return of waybills (proof of delivery) from the dropoff location to the** * **office so that the company can process their payment for trips completed** | **2023 - Date** |
| **EMIS/SMoE**  **Kano** | **Data Analyst** | * Ensuring all data collected is in accordance with organizational policies and procedures. * Maintain accurate and up-to-date records of collected. o Prepare and screening the data collected for entering in to the computer. * Accurately and promptly process data in the Education Management Information Systems (EMIS). | **2022 – Date** |
| **GIG Logistics Limited, Kano State** | **Customer Experience Center Agent** | * Provide guidance to walk-in customers on product and service offerings * Educate customers and potential customers with information on SLA and delivery   Timelines | **2021 – 2022** |
| **iSON Xperience International**  **MNT Call Center**  **Ibadan, Oyo State** | **Customer Care Executive** | * Answer incoming calls and respond to customer’s emails * Management and resolve customer complaints * Sell products and place customer orders in the computer system * Identify and escalate issues to supervisors * Provide product and service information to customers * Research, identify, and resolve customer complaints using applicable software * Process orders, forms, and application * Route calls to appropriate resources * Document all call information according to standard operating procedures * Follow up customer calls where necessary * Upsell products and services * Complete call logs and reports * Other duties as assigned | **2019 - 2020** |
| **iSON Xperience International**  **Airtel Call Center**  **Ibadan, Oyo State** | **Customer Care Executive** | * Answer incoming calls and respond to customer’s emails * Management and resolve customer complaints * Sell products and place customer orders in the computer system * Identify and escalate issues to supervisors * Provide product and service information to customers * Research, identify, and resolve customer complaints using applicable software * Process orders, forms, and application * Route calls to appropriate resources * Document all call information according to standard operating procedures * Other duties as assigned | **2019 - 2020** |
| **GEMS3 Project**  **(Adam Smith International)**  **Kano – Jigawa State** | **Admin & Logistics Assistant** | * Assisting the Assistant General Manager (AGM), Security and Operations in Kano by; * Coordinating activity budgets for all project activities including events, meetings and Stakeholder interactions in collaboration with project teams; * Providing logistics support before, during and after meetings, seminars, workshops and conferences to clients; * Assisting the client with coordinating printing requests with the registered printer in Kano; * Assisting the AGM with maintaining, filing and retrieving administrative and financial information/records related to events; * Any other duties as may be assigned by the AGM. | **2016 –2018** |
| **DFID-ESSPIN Nigeria Project**  **(Mott MacDonald)**  **Kano State** | **Office Assistant** | * Assist the State Administrator in the maintenance of the State office by liaising with contractors for the maintenance of the office and its ‘environs; * Assist the Administrator in maintaining an office filing system, for both electronic and hard copies of retainer ship agreements with contractors; * Work closely with the administrator in maintaining all records of maintenance work carried out on the office as well and raise payments for the contractors; * Assist the SA in maintaining the communications network between the Office Management team, Procurement team and Finance team with regards to maintaining the office environment, procurement of office materials and payment of the contractors by providing updated lists of office requirements; | **2013 –2016** |
| **Ministry of Education Kano**  **(MoE kano)**  **Kano State** | **EMIS Support Staff** | * Data Collector for Preparation of Annual School Census (ASC) * Ensuring all data collected is in accordance with organizational policies and procedures. * Maintain accurate and up-to-date records of collected. o Prepare and screening the data collected for entering in to the computer. * Accurately and promptly process data in the Education Management Information Systems (EMIS). * Ensure proper documentation of data Booklet for record | **2008 - 2013** |

**TOOLS AND SKILLS**

* An ambitious, dedicated, and hardworking individual fully motivated to success
* Good team player who contributes intelligently to proactive ideas amongst colleagues and clients
* Has a high standard of work ability, and eager to gain additional experience and learn new skills
* Good at absorbing information, analyzing problems, making objective decisions and coming up with original ideas
* Have confidence, drive and resilience to get things done
* Good Interpersonal and Credibility to influence others
* Written & Oral Communication Skills
* Professional attitude with good organizational skills and in depth attention to data
* Sound Ethical Values
* Well-developed Computer Proficiencies in Microsoft Office Products

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**LANGUAGE CAPABILITY**

**English** : S – fluent; W – good; R - good

**Hausa**  : S – fluent; W – good; R - good

**NAMES AND CONTACT DETAILS OF 2 REFEREES**

1. **Tobi Badmus**

**CEO 8BM Freight and Logistics Company**

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1. **Olalekan Saidi**

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1. **Yardada Maikano**

Honorable Commissioner Ministry for Woman Affairs

Kano

Mobile: - 08033173825