



# Bolaji Adumasi

Compliance officer

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## Languages

English

## About

With a strong background in sales leadership, I'm experienced in customer service and achieving targets. Skilled at product knowledge, complaint resolution, and adapting to fast-paced retail environments, I am flexible and immediately available for new opportunities.

### BRANDS WORKED WITH

Comet

DSGI Group

MAG Group

TFL

## Experience

### ● Compliance Officer (CPOS)

TFL | Jan 2023 - Now

- Deliver high levels of customer service to members of the public and Tfl services users.
- Conduct enforcement and compliance activities across specified modes of transport, including London Buses, London Underground, Trams, Ferry Services, and Taxi & Private Hire.
- Routinely patrol the Tfl Network and respond to incidents under the guidance and direction of the CPOS Resource & Deployment Centre.
- Report safety concerns and breaches, ensuring positive actions are taken to reduce and mitigate risks.
- Identify potential compliance and enforcement issues and submit relevant intelligence reports.
- Actively participate in delegated authority activities, such as the Community Safety Accreditation Scheme (CSAS) and Railway Safety Accreditation Scheme (RSAS).
- Attend court to provide evidence when required, with appropriate training provided.



### ● TSO/Security and Compliance Officer

MAG Group | Jan 2017 - Jan 2022

- Conducted thorough searches of customers and staff, ensuring safety and compliance.
- Performed security checks on cabin baggage, operated security equipment such as X-Ray machines and body scanners.
- Patrolled terminals to maintain security.
- Checked staff ID cards and passenger boarding cards before allowing entry to secure areas.
- Provided exceptional customer service and efficiently screened passengers before flights.

### ● Sales Team Leader (TV & Audio)

DSGI Group | Jan 2008 - Jan 2015

- Led efforts to achieve sales margin targets and enhance store standards and merchandising initiatives.
- Proactively managed customer service to consistently meet and exceed customer expectations.
- Coordinated the resolution of customer complaints through the in-store service team, actively seeking and responding to customer feedback.
- Identified and capitalized on commercial opportunities while effectively countering local competitor activities.
- Maximized revenue from shop floor space and regularly reviewed stock control management to ensure efficient stock turnover.
- Ensured compliance with merchandising principles and promotional setups through weekly reviews.
- Maintained store standards, promoting the chain brand at every opportunity.
- Implemented business plans and communicated targets and objectives to the team.
- Drove profitability by maximizing opportunities through Key Performance Indicators (KPIs).
- Tracked department performance against the operating plan and implemented corrective actions when necessary.

- Played a vital role in the successful merger of Currys and PC World stores.

### ● Sales Team Leader

Comet | Jan 2005 - Jan 2008

- Collaborated closely with the sales management team and marketing staff to develop and implement marketing strategies that aligned with company sales objectives.
- Demonstrated unwavering professionalism, ethics, and moral values while representing the company.
- Identified and maximized revenue from existing customer accounts.
- Maintained high levels of product and customer knowledge, actively participating in relevant training programs.
- Submitted detailed proposals and quotations to customers, ensuring accuracy and timeliness.
- Provided regular and precise sales forecast updates to Senior Managers.
- Prepared and delivered compelling sales presentations.
- Identified, contacted, and qualified leads to expand the customer base.
- Monitored competition and analysed competitor activity to inform strategic decisions.
- Attended sales conferences and industry marketing events to stay informed about market trends.
- Conducted client visits to their homes and offices for appointments.

## Education & Training

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### ● University of Ilorin

BSc (Hons) Sociology and Anthropology,

### ● University of Essex

BSc (Hons) Marketing and Management,