

Titilayo Lawal

A dedicated results-driven professional with a strong background in quality assurance, retail and customer service.

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Languages

Yoruba

English

About

A dedicated results-driven professional with a strong background in quality control and assurance, and retail, I am committed to ensuring the highest standards of excellence in every aspect of my work. My key strengths include a keen eye for detail, passion for continuous improvement, and a proven ability to implement quality management systems effectively. I thrive on challenges of maintaining and enhancing product quality. With extensive experience and a track record of delivering exceptional results, I am eager to contribute my skills and expertise to further the success of the organisation and help maintain its reputation for excellence in quality.

BRANDS WORKED WITH

DABS Nutritional Foods Ltd

Montaigne's Place

Experience

● Quality Control / Quality Assurance Officer

DABS Nutritional Foods Ltd | Apr 2020 - Aug 2022

Conducted thorough quality assessments to identify areas for improvement and achieve a substantial reduction in product defects.

- Developed, implemented, and rigorously maintained quality control procedures in collaboration with cross-functional teams, resulting in a consistent adherence to quality standards.
- Ensured strict compliance to industry standards and the company's specific quality requirements, guaranteeing product excellence.
- Maintained product quality consistency, leading to enhanced customer satisfaction and a strengthened reputation.
- Provided comprehensive training to production staff, enabling them to follow best practices and maintain high-quality standards.
- Drove the company's reputation to new heights, ultimately increasing market share through unwavering commitment to quality and compliance.

● Sales Representative

Montaigne's Place | May 2015 - Nov 2017

- Conducted sales activities luxury perfumes and premium beauty products, including prospecting, cold calling, and lead follow-up, resulting in an expanded customer base.
- Proficiency with CRM tools to help in managing and tracking customer interactions, leads and sales progress.
- Cultivated and maintained long-lasting customer relationships, leading to a high customer retention rate.
- Delivered compelling product or service presentations, effectively closing deals and exceeding sales targets.
- Collaborated with the sales team to develop and execute sales strategies, contributing to revenue growth.
- Stayed updated on industry trends and products knowledge, ensuring a well-informed sales approach.

Education & Training

2023 - 2023

● University of Westminster

MSc. Global Public Health with Data Science,;

2017 - 2022

● University of Ilorin

Bachelor of Biochemistry,

