



Francisca Ehidom

Senior Communications and Operations Manager

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Languages

English (Work Proficiency)

About

With extensive retail experience, I've thrived as a Receptionist Sales at Pink Design Salon and Shop Assistant at Razor Sharp Boutique. Skilled in customer service, product recommendations, inventory management, and creating organised displays to enhance the shopping experience.

BRANDS WORKED WITH

- Pink Design Salon
- Chec-D Lodge
- Federal Ministry of Science and Technology (RMRDC)
- Razor sharp Boutique

Experience

● Receptionist/Salesperson

Pink Design Salon | May 2024 - Now

- Organize and maintain inventory of salon products.
- Monitor and restock sold-out products promptly to ensure product availability.
- Ensure salon products are displayed neatly and are easily accessible for customers and staff.
- Track inventory levels and manage stock control to prevent overstocking or shortages.
- Coordinate with suppliers to order new stock and manage delivery schedules
- Maintain up-to-date knowledge of product lines to assist in effective restocking and customer inquiries
- Assist with sales by providing product information and recommendations to customers

● Sales/Operations Manager

Chec-D Lodge | Mar 2021 - Sep 2022

- Drove a 15% increase in revenue through strategic marketing budget allocations, setting clear sales objectives, and delivering detailed reports to senior leadership to monitor profitability.
- Played a key role in the screening, shortlisting and recruitment of staff, ensuring the selection of highly skilled individuals who aligned with the hotel's service standards and values.
- Led a high-performing team of 20+ employees, achieving heightened staff productivity through motivational leadership and precise performance targets.
- Spearheaded collaboration with sales, marketing and operations to execute campaigns successfully.

● Communication Officer

Federal Ministry of Science and Technology (RMRDC) | Mar 2020 - Apr 2021

- Orchestrated cohesive communication strategies and campaigns, contributing to a 20% increase in audience engagement and awareness of ministry initiatives.
- Cultivated relationships with media outlets and journalists, facilitating comprehensive coverage of ministry events and announcements, resulting in increased visibility.
- Developed research plans to gather actionable insights, guiding the product roadmap and enhancing the ministry's relevance in the competitive landscape.

● Retail assistant

Razor sharp Boutique | Jun 2018 - Apr 2019

- Demonstrated a friendly and approachable demeanor, effectively addressing customer inquiries, and consistently exceeding service expectations.
- Efficiently managed order processing and appointments showcasing strong organizational skills and attention to detail in handling customer

requests and delivering accurate orders.

- Consistently delivered exceptional customer service, creating a welcoming and engaging in-store atmosphere conducive to repeat business.
- Played a pivotal role in the upkeep of the store and stock room, addressing maintenance and organizational issues promptly and effectively.
- Ensured that the presentation of merchandise aligned with brand standards, enhancing the overall visual appeal of the store.

Education & Training

2023 - 2024 ● **Hult International Business School**

Master of International Studies,

2022 - 2023 ● **Hult International Business School**

Master of International Business,

2013 - 2018 ● **Igbinedion University**

Bachelor of Science,