

# ISATOU A JALLOW

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## SUMMARY

Possess strong leadership and problem-solving skills, with knack for strategic planning and team collaboration. Proven ability to adapt quickly, manage multiple responsibilities, and maintain positive attitude under pressure. Demonstrated success in building relationships, driving continuous improvement, and ensuring customer satisfaction. Ready to bring enthusiasm and innovative thinking to new challenges.

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## EXPERIENCE

### **Sales and Customer Service Representative, 01/2021 - 03/2024** **Sagies - Banjul, Gambia**

- Informed customers of promotions and special offers to increase sales and revenue.
- Followed up with customers to offer additional support and check resolution satisfaction.

### **Owner, 02/2021 - 12/2023**

#### **Self - Banjul, Gambia**

- Negotiated contracts with suppliers, securing cost-effective deals and improving profit margins.
  - Cultivated a loyal customer base by delivering exceptional after-sales support and handling complaints effectively.
  - Analysed market trends and consumer behaviour to adapt business strategies accordingly.
  - Tailored business offerings to meet the diverse needs of clients, enhancing customer satisfaction and loyalty.
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## EDUCATION

### **Diploma , Information technology , 02/2020 - 05/2025**

**Interlink global collage** - Banjul, Gambia

### **GCSEs, Commerce , 09/2016 - 07/2019**

**Kairaba senior secondary school** - Kanifing, Gambia

English B

History D

Business management C

Commerce C

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## CERTIFICATIONS

- School Leaving certificate

## CONTACT

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## SKILLS

Communication skills

- Negotiation
- Decision-Making authority
- Strategic planning
- Financial management
- Cash handling
- Customer retention
- Employee training and development
- Contract negotiations
- Solution selling
- Client retention
- Performance driving
- Budgeting
- Sales commission knowledge
- E-Commerce strategies

Problem solving

Flexible and adaptive

Team work

Well groomed

- Young farmers
  - International organization for migration
  - Commerce
  - Cabin crew preparation course
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## HOBBY AND INTERESTS

- Cooking
  - Cleaning
  - Going Cinema
  - Baking
  - Go to beach
  - Reading
  - Bowling
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## LANGUAGES

**English:**

C2



Proficient

**French:**

A1



Beginner