

JOSEPH VALENTINE YUSUF

Kurudu Barracks, Abuja
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Languages: English | Spanish | Hausa

PROFESSIONAL PROFILE

Dynamic and customer-focused professional with proven experience in key account management, marketing, product development, and site supervision. Adept at building and maintaining client relationships, executing marketing initiatives, and enhancing product and service quality through data-driven insights. Known for strong leadership, communication, and problem-solving skills, with a consistent record of improving customer satisfaction, sales performance, and operational efficiency.

CORE COMPETENCIES

- Key Account & Relationship Management
- Marketing Strategy & Brand Development
- Customer Service & Retention
- Market Research & Data Analysis
- Quality Assurance & Process Improvement
- Negotiation & Contract Management
- Leadership & Team Collaboration
- Communication & Presentation
- Flexibility & Adaptability
- Digital Marketing (Social Media, Email, Analytics)

PROFESSIONAL EXPERIENCE

Customer Care Representative

Zellion Fishmeal, Abuja | 2024 – Present

1. Serve as the primary point of contact for customer inquiries and support, maintaining a 95% satisfaction rate.

2. Collaborate with marketing teams to analyze client feedback for product and service enhancement.
3. Record and evaluate service quality metrics, recommending corrective actions to improve performance.
4. Support marketing campaigns by providing actionable insights from customer interactions.
5. Strengthen customer relationships, increasing retention and brand loyalty through consistent engagement.
6. Implement an internal communication feedback loop across sales, logistics, and production departments.

Assistant Site Manager

DOMICO Construction Concept, Abuja | 2022 – 2023

1. Assisted in developing business proposals and managing client communications for construction projects.
2. Supervised day-to-day site operations to maintain quality, safety, and compliance with specifications.
3. Conducted performance and material evaluations to ensure project standards were met.
4. Strengthened vendor and stakeholder relationships through effective communication and negotiation.
5. Coordinated cross-functional teams to ensure timely and quality project delivery.

Product Manager Intern

CWW Tech Africa, Abuja | 2023 (3-Month Internship)

1. Conducted market research and developed user personas that contributed to a 2% increase in sales.
2. Collaborated with multidisciplinary teams to improve product design and customer experience.
3. Developed SWOT and competitor analyses to guide marketing strategies and product positioning.
4. Supported digital marketing efforts, tracking customer engagement analytics for performance improvement.

EDUCATION

Bachelor of Social Sciences, Mass Communication
Nasarawa State University, Keffi | 2018 – 2023

ADDITIONAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Tools (Customer Relationship Management)
- Data Interpretation & Reporting
- Content Creation & Brand Messaging
- Leadership & Team Development

LANGUAGES

English: Fluent

Spanish: Intermediate

Hausa: Native