**Uthman Adegoke**Dublin, Ireland.  
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**Personal Statement**

Highly motivated individual with a proven record of operating effectively in a global and local marketplace. Exceptional communication and analytical skills coupled with leadership skills developed over five years working with staff from boardroom to shop floor. Solutions orientated, adept at critically analysing business, societal and ethical issues while proposing appropriate actions.

**Professional Experience**

**Eason & Son Dublin, Ireland  
*eCommerce Fulfilment Controller* | May 2022 – Present**

Eason & Son have more than 60 outlets across Ireland, making it the Nation’s leading retailer of books, magazines, stationery, and cards. As head of the eCommerce department, my role provides the link between all the in-house processes necessary to commit to and supply a consumer order. My duties include:

* Monitoring the fulfilment of an average of 1000+ daily eCommerce orders, which include current and future FC for new titles, pre-orders, and embargos to ensure consistent achievement of SLA.
* Providing data-backed and actionable updates to senior management to improve order fulfilment, SLAs and general performance, which has seen a 15% increase in back-to-school volume and a 20% reduction in customer service cases compared to the previous year.
* Proactively identify operational problems, project-related issues, or contingencies that may arise, by conducting workload assessments and devising new operational processes that has led to a 20% increase in warehouse productivity.
* Conducting cost-benefit analysis using tools such as Google Analytics to present weekly meetings which highlights the performance, sales and revenue of eCommerce to the Head of Supply Chain and Managing Director.

**Gibbons / Eason & Son** Dublin, Ireland  
***Administrative Assistant*** | December 2021 – May 2022

* Preparing detailed, accurate, and organised reporting using Microsoft Office and Warehouse Management Systems to summarize department statistics.
* Precisely updated numeric and field captured data received from 30+ stores into company systems daily.
* Responsible for verifying inventory reports against on-hand stock for over 4,000 SKUs and adjusting for errors.
* Worked closely with the customer service team to oversee eCommerce returns and fulfilment complaints in order to proactively drive reduction in consumer cases.

**Irish Farmers Association** Dublin, Ireland  
***Member Services Associate*** | August 2019 – December 2021

The IFA is Ireland’s largest farming representative organisation which represent Irish farmers at home and in Europe. In addition to this, IFA provides exclusive benefits and services to its members. As part of the Member Services Team, I regularly:

* Liaised with manufacturers and vendors to answer member queries while maintaining a 90% customer service satisfaction rating during my employment.
* Carried out administrative and clerical tasks such as preparing and editing letters, emails, and text messages for 20+ members daily.
* Placed, managed, and successfully completed an average of 20+ orders from new and existing members per week, exceeding weekly sales and retention target by 15%.

**Tesco** | Dublin, Ireland  
***Customer Service Assistant/Supervisor*** |August 2018 – August 2019

* Assisted with logistics, scheduling and delivering of store inventory while liaising with third party contractors daily.
* Exceeded targets in terms of sales volume and customer satisfaction by 30%.
* Built strong rapport and customer relationships by utilising interpersonal skills, asking clarifying questions, and anticipating what customers needed.

**Education**

**Dublin City University |** 2020 – Present (Expected graduation date 2023)  
BA in Economics, Politics, & Law (Expected 2.1)

*Modules Studied Include*EU Law, Contract Law, Criminal Law, Property Law, Constitutional Law, Administrative Law, Public Finance, Microeconomics, Macroeconomics, Data analysis, Mathematics for Economics, and Political Ideologies.

**Dublin City University |** 2016 – 2018  
Completed 90 credits towards a B.Eng in Biomedical Engineering.

**Scoil Ui Mhuiri** | Dunleer, Louth  
*Leaving Certificate – Five Honours including Maths, Engineering, English, German and Irish. (405 Points)*

**Achievements & Interests**

***Work Achievements***

During my time as a customer service assistant in Tesco Ireland, I was promoted to supervisor within 7 months of my employment. Notable achievements that contributed to my promotion were: exceeding monthly sales targets on multiple occasions during special merchandising and fundraising campaigns and an exceptional customer satisfaction feedback over my employment.

***Volunteer Work***

In 2018 I worked as a brand ambassador for Circle Pay, a global financial technology firm that utilises blockchain technology to provide a peer-to-peer money transfer service. During my time as a brand ambassador, a small team of us travelled to a number of third level institutions setting up workshops and events in order to promote the service. I was voted top recruiter in September 2018.

***Interests***

I enjoy going to the gym and I do CrossFit on a regular basis. I have a great interest in financial markets - specifically the cryptocurrency and NFT marketplace. I am also an active member of the DCU law society and actively engage in weekly events, topics and debates. Reading is another pastime of mine; I try to read at least one book every 1-2 months. I also have an interest in travel as I hold both an EU and Nigerian passport.

**Technical Proficiencies**SPSS  
C++  
RStudio  
Google Analytics  
Microsoft Office Suite (Word, PowerPoint, Excel, Access, and Outlook)  
Google Suite (Docs, Sheets, and Slides)  
SOLIDWORKS® Certified Associate in Mechanical Design (CSWA).