

IFALADE KIAMBU

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CAREER SUMMARY

Sales expert with nearly 5 years of experience enhancing customer satisfaction and retention through personalized product recommendations. Track record of engaging new customers and promoting products in dynamic settings. Well-versed in professional communication and sales skills, with a focus on Business Administration coursework.

PROFESSIONAL EXPERIENCE

YEAR UP UNITED SIMULATED INTERNSHIP PROGRAM

Remote

Intern

Sept. 2024 - Present

- Participated in a virtual classroom environment with an emphasis in navigating the complexities of banks, financial institutions and consumer products
- -Collaborated with internship administrators to develop a well-rounded skill set, including proficiency in Microsoft Word, Excel, and Outlook
- - Gained hands-on experience in professional communication, data management, and workflow organization to support financial operations

BMORE NATURAL

Baltimore, MD

Beauty product manufacturer

June 2022 - Aug. 2024

- Promoted a wide range of beauty butter and skin oils which in turn helped with sales of the business.
- Effectively promoted a diverse range of beauty butter and skin oils, increasing product awareness and boosting sales through personalized recommendations and in person customer engagement.
- - Played a key role in the manufacturing, production, and direct sales of beauty and salon products for hair and skin, ensuring quality control while developing strong client relationships to maximize revenue.

SHALEAFA'S KITCHEN

Washington, DC

Sales Associate/Kitchen Assistant/Team Member

Aug. 2021 - Nov. 2023

- - Utilized strong communication and sales skills to enhance customer satisfaction, boost retention, and drive overall business growth at the storefront and through local catering events and festivals, engaging with new customers and promoting products in dynamic settings.
- - Maintained product inventory, restocked shelves, and ensured a well-organized retail space to enhance the shopping experience and maximize sales opportunities.
- - Assisted in the production, packaging, and front-end retail customer support, ensuring that each customer receives a CBD product tailored to their specific needs through personalized recommendations and education.

EDUCATION & TRAINING

COMMUNITY COLLEGE OF BALTIMORE COUNTY

Online

Completed coursework in business administration.

TECHNICAL SKILLS

Proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint

LICENSES & CERTIFICATIONS

BLOOMBERG - Client Service Job Simulation

Feb. 2025

BANK OF AMERICA - Investment Banking Job Simulation

Feb. 2025

BLOOMBERG - Client Engagement Job Simulation

Mar. 2025

BNY MELLON - Client Service Job Simulation

Feb. 2025