ROSHEED, Abdulsomod Adebowale
rosheed.abdulsomod@gmail.com | 08132555644 | Somolu, Lagos. Nigeria.

PROFESSIONAL SUMMARY

Results-oriented operations professional with over 4 years of experience leading teams, improving business processes and delivering exceptional customer service. Skilled in staff supervision, daily operations, inventory coordination, customer relationship management and achieving operational goals in fast-paced environments. Passionate about creating efficient systems and providing excellent customer experiences.

WORK EXPERIENCE

The Harmon Group, US — **Remote**
Design Lead | Illustrator | Web Designer — 2022 – Present
Tennessee, United States
thehgus.com

- Coordinated multiple projects while ensuring deadlines were met.
- Supervised collaboration among cross-functional teams.
- Improved operational workflows.
- Managed client expectations and resolved issues.
- Ensured quality standards were consistently achieved.

Hawkish Group, UK. — **Remote**
UI/UX Designer — 2023

- Conducted in-depth user research to identify customer pain points and preferences.
- Led usability testing sessions, uncovering key improvements that enhanced user engagement.
- Collaborated with developers to ensure pixel-perfect implementation of UI designs.
- Managed multiple priorities while maintaining high-quality output.

JAE Consulting — **Lagos State**
Accounting Intern — 2021 - 2022

- Maintained accurate financial records, including accounts receivable and payable.
- Assisted with daily administrative and operational tasks.
- Prepared reports and ensured documentation accuracy.
- Demonstrated attention to detail while handling confidential information.

Multichoice Nigeria — **Lagos State**
Customer Service Representative — 2018

- Delivered excellent customer service in a high-volume environment.
- Resolved customer complaints professionally and efficiently.
- Processed customer requests while maintaining accurate records.
- Built customer loyalty through effective communication and problem-solving.
- Worked collaboratively with team members to achieve service targets.

EDUCATION

University of Ilorin — **Kwara State**
Bsc. Industrial Relations & Personnel Management — 2017 – 2022

SKILLS

- **Business & Operations**: Leadership, Problem-Solving, Team Management, Process Optimization
- **Soft Skills**: Creativity, Communication, Time Management, Analytical Thinking
- **Design & UI/UX**: Figma, Adobe Photoshop, Illustrator, CorelDRAW
- **Project Management**: Notion, Jira, Microsoft Office

LEADERSHIP EXPERIENCE

Team Leader, The Harmon Group, US **Remote**
2022 – Present

- Supervised and coordinated team members to ensure tasks were completed efficiently.
- Assigned daily responsibilities and monitored team performance.
- Maintained effective communication between team members and management.
- Provided guidance and support to improve productivity and teamwork.
- Assisted in resolving workplace challenges and ensuring smooth daily operations.

CERTIFICATIONS & TRAINING

INSTITUTE OF MANAGEMENT LEADERSHIP AND PRODUCTIVITY DEVELOPMENT
(February 2018)
SIDE HUSTLE INTERNSHIP & BOOTCAMP
(July 2022)