

ABIMBOLA FERNANDA IRIEKPEN

Sales & Business Development | Customer Acquisition | Lead Generation | Client Relations

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PROFESSIONAL PROFILE

Customer and client-facing professional with experience spanning sales support, customer acquisition, relationship management, project coordination, administration, and customer service. Experienced in engaging customers through live chat, telephone, and email, understanding customer needs, handling objections and complaints, supporting purchasing decisions, and guiding customers throughout the sales journey.

Strong communicator with a proven ability to build rapport, manage multiple priorities, resolve problems, and maintain professional relationships with customers, clients, colleagues, and stakeholders. Brings additional experience coordinating projects and business operations, with a Bachelor's degree in Business Management currently in progress.

Target focus: Sales, Business Development, Lead Generation, Customer Acquisition, Account Coordination, Sales Support, Customer Success, and Customer Retention.

CORE COMPETENCIES

Sales & Business Development: Lead Generation | Customer Acquisition | Sales Support | Prospect Engagement | Lead Qualification | Customer Needs Discovery | Sales Process Support | Pre-Sales Communication | Customer Retention | Relationship Management | Client Communication | Objection Handling | Follow-Up | Upselling & Cross-Selling | Account Coordination

Customer & Communication: Customer Experience | Customer Relationship Management | Complaint Resolution | Conflict De-escalation | Active Listening | Persuasive Communication | Telephone Communication | Live Chat | Email Communication | Stakeholder Communication

Operations: Project Coordination | Administrative Support | Data & Record Management | Scheduling | Process Coordination | Remote Collaboration | Time Management | Problem Solving | Attention to Detail

PROFESSIONAL EXPERIENCE

SMK CONSULTING

Customer Support Representative - Sales & Customer Experience

2025 - 2026

- Managed customer interactions across live chat, telephone, and email, responding to enquiries and supporting customers throughout the purchasing journey.
- Engaged customers at different stages of the sales process, including pre-sales enquiries and post-purchase support.
- Identified customer needs and concerns through active listening and clear questioning, then provided appropriate information and solutions.
- Assisted customers with product enquiries, order-related questions, delivery concerns, and purchasing decisions.
- Communicated product, company, and process information clearly to help customers make informed buying decisions.
- Handled difficult conversations and customer objections with patience, empathy, and professionalism.
- Supported customers from initial enquiry through purchase and post-purchase concerns, helping create a positive end-to-end customer experience.
- Built rapport through professional communication and responsive follow-up while managing multiple conversations and competing priorities.
- Collaborated with colleagues to resolve customer issues and ensure appropriate follow-through in a remote environment.

Relevant strengths: Customer acquisition support | Pre-sales communication | Needs discovery | Objection handling | Customer retention | Relationship management | Sales support

AMAZONS BRITISH ELOCUTION AND CONCEPT, LEKKI

Etiquette Instructor

2019 - Present

- Build and maintain positive relationships with students, parents, and clients through professional communication and consistent engagement.
- Identify individual client needs and adapt communication approaches to provide appropriate solutions and support.
- Communicate programme information clearly to parents and clients and respond to enquiries professionally.
- Build trust and rapport through patience, empathy, active listening, and effective interpersonal communication.
- Manage schedules, enquiries, client interactions, and programme responsibilities while maintaining a high standard of service.

Relevant strengths: Client relationship management | Consultative communication | Needs assessment | Relationship building | Customer experience

META CHESS GLOBAL

Project Manager

2021 - Present

- Coordinate projects, schedules, communication, and deliverables across team members and stakeholders.
- Maintain professional stakeholder communication while managing competing priorities.
- Identify operational issues and coordinate appropriate solutions to keep projects moving efficiently.
- Maintain accurate project information, records, and updates while supporting cross-functional collaboration.
- Manage multiple responsibilities independently while maintaining organisation and attention to detail.

Relevant strengths: Account coordination | Stakeholder management | Project coordination | Communication | Problem solving | Organisation

EDU-CAREER SUPPORT

Head of Administration - Contract

2020

- Managed administrative responsibilities and supported day-to-day business operations.
- Communicated professionally with clients and team members and supported enquiries and administrative needs.
- Maintained records and coordinated multiple responsibilities with accuracy and efficiency.

ZEEPAD GROUP NIGERIA LIMITED

Assistant Project Manager

2018 - 2020

- Supported project coordination, administration, scheduling, and stakeholder communication.
- Assisted with day-to-day operational activities, maintained accurate records, and supported project delivery.
- Helped identify and resolve operational issues and ensured assigned responsibilities were completed effectively.

PEER AGENCIES SERVICES LIMITED

Assistant Project Manager

2016 - 2018

- Supported project coordination and administrative activities.
- Assisted communication between clients, management, and project team members.
- Managed project-related information, tasks, documentation, scheduling, and day-to-day coordination.

EDUCATION

MIVA OPEN UNIVERSITY, NIGERIA

Bachelor's Degree in Business Management (BSc) - In Progress

PROFESSIONAL CERTIFICATIONS

- CBRE Project Management Job Simulation - Forage | Certificate of Completion | 2025
- TEFL Professional Institute - Teachers Record | Teaching English as a Foreign Language (TEFL) | 2023
- National Center for Families Learning | Diversity & Critical Thinking Certificate | 2023
- Philanthropy University, California | Social Impact Course Certificate | 2022
- Philanthropy University, California | Branding Course Certificate | 2020
- Lagos State Vocational Training | Beauty and Cosmetics Certificate | 2015
- Inktime Computer Institute | Basic Use of Computer Certificate | 2015

TECHNOLOGY & DIGITAL SKILLS

CRM & Customer Support Systems | Live Chat Platforms | Google Workspace | Microsoft Office | Email Management | Data Entry & Record Management | Remote Collaboration Tools | Digital Communication Platforms | Online Customer Support Systems

LANGUAGES

English - Professional proficiency | **Yoruba** - Professional proficiency

TARGET POSITIONS

Sales Representative | Inside Sales Representative | Sales Development Representative (SDR) | Business Development Representative (BDR) | Lead Generation Specialist | Sales Support Specialist | Sales Coordinator | Account Coordinator | Client Acquisition Specialist | Customer Retention Representative | Customer Success Associate | Customer Experience Specialist