

JANET ADEYEMI

- Customer Service Executive
- Tele-Sales Specialist
- Business Development Manager
- Client Retention Strategist



PROFILE

Customer Service Executive, Tele-sales Specialist, Business Development Manager, Client Retention Strategist with more than 5 years experience in **Tech, EdTech, Real Estate/Construction, & Telecommunications**. skilled at converting inbound and outbound leads into customers, resolving complex inquiries, and maintaining CRM records that support sales and retention. Recognized for dependable follow-through, and building client relationships that last.



WORK EXPERIENCE

Tech Studio Consult

DEC 2025 - PRESENT

EdTech Marketing & Sales Consultant

- Conduct product demonstrations and consultations for prospective students, schools, and corporate clients.
- Manage customer relationships using CRM systems, ensuring timely follow-ups and high customer satisfaction.
- Collaborate with the marketing team to develop promotional content, webinars, and campaigns that improve lead generation and conversion rates.
- Analyze sales performance, customer feedback, and campaign metrics to optimize marketing strategies and achieve sales targets.

Codar Tech Africa

OCT 2023 - NOV 2025

Customer Service Executive / BDM

- Handle inbound and outbound inquiries for technology training programs, maintaining a [75%+] customer satisfaction score across all interactions.
- Advise prospective students on curriculum, pricing, and enrollment pathways, helping match programs to individual career goals.
- Follow up on marketing-generated leads through structured outreach, increasing enrollment conversion by 70%.
- Maintain real-time, accurate CRM records of customer touchpoints and sales pipeline stages.
- Partner with marketing on promotional campaigns and product launches, contributing to a smoother onboarding experience for new students.

CONTACT

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Iyana Ipaja

SKILLS

- Customer Service Excellence
- Telemarketing & Lead Closing
- Complaint & Conflict Resolution
- Leadership
- Persuasive Communication
- Cross-Functional Collaboration
- Customer Retention Strategy
- Active Listening

EDUCATION

- Christian Studies Education B.A.(Ed.), University of Ilorin — 2021
- Diploma in Customer Service — AQSkill (2023)
- Customer Relationship Management (CRM) — AQSkill (2023)

TECHNICAL EXPERTISE

- CRM Software
- Data Entry
- Microsoft Office (Word, Excel, PowerPoint)

LANGUAGES

- English
- Yoruba

REFERENCE

Available on request

Zealand Properties Ltd.

MAR 2021 -SEPT 2023

Customer Service & Telemarketing Manager

- Sorted and qualified high-value real estate leads through outbound calling campaigns for telemarketing team.
- Built long-term relationships with property investors and HNI through structured follow-up sequences, contributing to repeat business.
- Owned and maintained database, ensuring accurate records of customer preferences, sales documentation, and tracking history.
- Resolved complex property inquiries and client complaints, improving customer retention and strengthening client trust.

Young Ade Communication & Services

JUN 2020 -FEB 2021

Customer Service Representative

- Delivered multi-channel support (voice, email, chat), consistently meeting daily service level agreements (SLAs)
- Investigated and resolved customer complaints promptly, reducing escalation rates through effective first-contact resolution.
- Cross-sold telecommunications products and services, increasing customer engagement and average account value.

Toyes Tech

AUG 2019 - MAY 2020

Customer Support Technical(Remote)

- Provided technical product guidance and troubleshooting support to customers through digital channels.
- Managed response workflows to ensure timely communication and a friction-free customer experience.