

ASO-EJEKWU DESTINY ORONNE

SALES & CUSTOMER SUPPORT PROFESSIONAL | CLIENT RELATIONSHIP MANAGEMENT

📍 Lagos, Nigeria

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Sales and Client Relations professional with experience in customer engagement, market analysis, and sales support. Proven ability to improve customer satisfaction by 15% and contribute to pricing strategy decisions through market research. Skilled in CRM, client communication, and translating customer needs into effective product recommendations.

SKILLS & AREAS OF EXPERTISE

- Customer Relationship Management (CRM)
- Client Engagement & Retention
- Product Recommendation & Sales Support
- Market Research & Competitor Analysis
- Data Collection & Feedback Analysis
- Customer Inquiry Resolution
- Reporting & Business Insights
- Strong Communication Skills
- Team Collaboration
- Time Management

KEY ACHIEVEMENTS

- **Improved customer satisfaction** by 15% through follow-up engagement and feedback analysis
- **Contributed to** a 10% pricing adjustment through market research and analysis
- **Supported efficient** shipment tracking and customer communication, improving service responsiveness
- **Provided customer insights** that influenced product offerings and sales strategies

PROFESSIONAL EXPERIENCE

NYSC Corps Member – Customer Support & Logistics Assistance

Quartz Classic Alliance Limited

April 2025 – Mar 2026

- Assisted customers with shipment inquiries, providing timely updates on delivery status and resolving issues
- Tracked shipments and managed airway bill documentation to ensure accurate and efficient logistics operations
- Responded to customer requests and maintained clear communication throughout the service process
- Supported daily operations by coordinating with team members to ensure smooth handling of customer and shipment activities

Sales & Client Relations Associate

Feb 2022 – May 2022

Light & Style Ltd.

- Analyzed customer needs and recommended tailored products, improving satisfaction and encouraging repeat purchases
- Managed order fulfillment and delivery, ensuring accuracy and timely service
- Conducted follow-up calls to gather customer feedback, contributing to a **15% improvement in service quality**
- Compiled customer insights and reported findings to management, supporting adjustments in product offerings and sales strategies
- Used CRM tools and Excel/Google Sheets to track customer interactions and analyze feedback trends

Industrial Trainee – Market Analysis & Reporting

Sept 2018 – Aug 2018

Pelfboon Nigeria Ltd

- Conducted market research and competitor analysis, identifying pricing and product differences that contributed to a **10% pricing adjustment**
- Evaluated product performance against competitors, supporting targeted improvements in product quality
- Analyzed market trends and customer preferences to support sales and marketing decisions
- Compiled and presented data-driven reports, providing insights that informed strategic business decisions
- Interpreted customer and market data to identify trends, customer preferences, and growth opportunities

EDUCATION

Kenule Beeson Saro-Wiwa Polytechnic
Higher National Diploma in Marketing

2019 – 2021

Port Harcourt Polytechnic
National Diploma in Marketing

2016 – 2018

TOOLS

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Google Workspace (Docs, Sheets, Slides)