

ANOSIKE CHIAMAKA MIRACLE

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PROFESSIONAL SUMMARY

Results-driven sales and customer relationship professional with 7+ years of experience across sales, business development, client acquisition, customer support, and retail operations. Experienced in engaging business owners, onboarding clients, promoting technology-enabled financial products, monitoring transaction activity, and working towards sales targets. Skilled in product demonstrations, client relationship management, customer engagement, and sales reporting. Holds a BSc in Economics, with strong communication, problem-solving, and CRM skills, and the ability to support product adoption and commercial growth in fast-paced environments.

CORE COMPETENCIES

B2B Sales & Business Development • Business Acquisition & Client Onboarding • Target-Driven Sales • Client Relationship Management • Consultative Selling & Product Demonstrations • Customer Retention • Sales Reporting & Transaction Monitoring • Product Training • CRM Administration • Communication & Problem-Solving

PROFESSIONAL EXPERIENCE

SALES AND INVENTORY MANAGER | GO-CRAZY

- Managed daily store operations and processed customer orders, payments, and sales transactions accurately.
- Monitored inventory levels, maintained stock records, and reconciled physical stock with recorded balances to identify discrepancies.
- Prepared sales reports and monitored product performance to support stock replenishment and sales planning.
- Assisted customers with product selection, responded to enquiries and complaints, and supported a positive shopping experience.
- Coordinated merchandise receiving, storage, pricing, and product displays to maintain product availability and store organisation.

OFFICE ASSISTANT (NYSC PLACEMENT) | NATIONAL SPACE RESEARCH AND DEVELOPMENT AGENCY (NASRDA) | 2025–2026

- Provided administrative and clerical support to departmental staff to support smooth daily operations.
- Managed correspondence, document filing, and scheduling using digital office tools.
- Supported internal communication across teams through email and collaboration platforms.
- Maintained organised records and retrieved documents promptly when requested.

SALES / SUPPORT ASSOCIATE | MISKAY | 2023–2024

- Provided customer support through digital channels, resolving product enquiries and order-related issues.
- Managed order processing, tracked payments, coordinated deliveries, and maintained accurate transaction records.
- Promoted product launches, discount campaigns, and restocks through customer outreach to encourage repeat purchases.
- Built and maintained client relationships and recorded customer interactions in CRM logs to support follow-up.

FIELD SALES EXECUTIVE | SMART CASH PSB (AIRTEL) | 2022

- Identified and approached business owners to promote financial products and acquire new clients.
- Registered and onboarded business clients, supporting account setup and POS machine deployment.
- Worked towards daily and weekly targets for account registrations, POS machine distribution, and client acquisition.
- Trained business owners on POS machine operations, product features, and transaction processes.
- Monitored clients' daily transaction activity, maintained business relationships, and provided after-sales support.
- Prepared sales and after-sales reports to share client activity and performance updates with the sales team.

SALES REPRESENTATIVE | ZARON COSMETICS | 2016–2018

- Presented and demonstrated beauty products to customers, using consultative selling to support purchasing decisions.
- Collected and escalated customer feedback and complaints to support timely resolution.
- Coordinated product deliveries and liaised between suppliers and customers to support accurate order fulfilment.

TECHNICAL SKILLS

CRM: HubSpot, Zendesk | Productivity & Reporting: Microsoft Word, Excel, PowerPoint; Google Docs, Sheets, Slides, Forms, Drive | Project Management: Trello, Notion, Asana | Communication: Slack, Microsoft Teams, Zoom, Google Meet | Scheduling & Email: Calendly, Google Calendar, Outlook, Gmail | Other: Data Entry, File Management, Online Research, Report Preparation

EDUCATION

Bachelor of Science (BSc), Economics | Ambrose Alli University, Ekpoma, Edo State, Nigeria | 2019–2023

CERTIFICATIONS & TRAINING

Customer Relationship Management (2026) • Virtual Assistant Program – Admin / Support (2026) • National Youth Service Corps (2026) • NABTEB (2015) • WAEC Certificate (2015)

LANGUAGES

English (Professional proficiency) | Igbo (Native) | Hausa (Conversational)