

AKINNAGBE OLUWAFEMI MAYOWA

08032130955, 09014691241 ♦ omayowa967@gmail.com ♦ Adeleye Olugbenga close, Ojodu, Lagos, Nigeria ♦ <https://www.linkedin.com/in/oluwafemi-akinnagbe-2b5b86a6>

BDM | CLIENT EXECUTIVE | CLIENT SUCCESS

*Account Portfolio Management | Sales Support | Customer Relationship Management (CRM)
Customer Needs Assessment & Solution Development | Cross-Functional Team Collaboration
Product Knowledge & Expertise | Presentation and Communication Skills | Team Leader*

Results-driven **Customer Support, Sales, and Business Development professional** with over 5 years of experience in account management, client relationship building, and revenue growth. Skilled in **lead generation, telesales, product demonstrations, and client presentations**, with a proven ability to convert prospects into loyal customers. Proficient in **CRM systems and sales tools** to manage pipelines, maintain accurate data, and drive strategic decisions. Recognized for delivering excellent customer service, resolving issues efficiently, and communicating product value clearly. Also experienced in **team leadership and HR functions**, with the ability to work effectively across diverse personalities while contributing to overall business success.

PROFESSIONAL EXPERIENCE & CONTRIBUTIONS

Seerbit Technology

June 2025 – Present

Business development Manager

- Responsible for identifying and qualifying leads from outbound campaigns and field prospecting within targeted retail and hospitality segments
- Manages engagement with decision-makers through cold calls, walk-ins, and WhatsApp outreach to convert leads into sales opportunities.
- Continuously Conduct product demos and present Seerbit solutions based on merchants' payment challenges and business needs as required
- Drives deal closure by handling objections, negotiating pricing, and securing merchant commitment to onboard.
- Maintains up-to-date customer relationship management (CRM) systems for accurate client tracking and engagement.
- Oversees merchant onboarding and growth by activating first transactions, resolving issues, and increasing product usage

RELIANCE HEALTH

NOVEMBER 2024 – June 2025

Corporate Retention Specialist

- Manage a diverse portfolio of corporate client accounts while spearheading corporate retention initiatives by overseeing the onboarding process for corporate clients, enrollees, and providers, ensuring seamless integration and satisfaction.
- Monitor post-onboarding support, facilitating invoicing and payment processes while overseeing renewal activities to maintain continuous service.

- Achieve significant retention goals through the enhancement of Net Revenue Retention (NRR), premium collection efforts, and consistently high Net Promoter Scores (NPS).
- Analyze and optimize medical expense ratios to improve operational efficiency and client satisfaction.
- Maintain up-to-date customer relationship management (CRM) systems for accurate client tracking and engagement.
- Conduct regular business reviews to assess client needs, gather feedback, and identify opportunities for growth and improvement in service delivery.

SUPERHOST MANAGEMENT SERVICES, ATLANTA, GA MAY 2024 – (PART TIME)
Client Liaison Officer (Remote)

- Acts as the main point of contact for clients, ensuring clear communication and addressing their needs promptly for Super host Management Services in Atlanta, GA.
- Manages client relationships, resolves issues coordinates services, and ensures high levels of satisfaction and retention.
- Oversee property management operations, ensuring clients' properties are well- maintained, and services are delivered as expected.
- Collaborates with the operations team to ensure seamless guest experiences, timely responses to inquiries, and effective problem-solving.
- Provides regular updates and reports to clients on the status of their properties, bookings, and performance, fostering trust and transparency.

JIJI.NG (THE ONLINE MARKETPLACE) JANUARY 2020 – JANUARY 2024
Customer Retention Manager

- Managed a portfolio of key accounts, generating N90m in annual sales and consistently exceeding sales targets by 20% each month.
- Used expert product knowledge to negotiate with customers and identify new opportunities, educating clients on competitive pricing and helping them compare services.
- Identified upsell and cross-sell opportunities within key accounts by analyzing market data, leading to a 5% increase in account upgrades each month.
- Onboard new hires by providing training and mentoring, reducing the onboarding duration from two weeks to one week, as recognized by HR.
- Collaborated with cross-functional teams to align company goals with customer needs, achieving a 30% reduction in churn and a 20% growth in returning customers.

CALL CENTER SALES EXECUTIVE NOVEMBER 2019 – JANUARY 2020

- Handled 70+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer onboarding and growth
- Displayed great communication prowess to effortlessly speak about the benefits of the company's premium packages over the phone clearly and concisely.

- Recognized for sales performance in 2020 and promoted to retention account manager.
- Identified and fulfilled the client's business objectives with frequent contact to explain sales strategies and plans and to keep them abreast of developments as they unfold.
- Exercises sound judgment in issuing discounts and making exceptions to customer policies to maintain high levels of customer satisfaction and retention of clients.

EKO ELECTRICITY DISTRIBUTION (EKEDC) CUSTOMER SERVICE REPRESENTATIVE

JANUARY 2019 – OCTOBER 2019

- Provided timely and effective customer support, addressing inquiries, resolving complaints, and ensuring high levels of customer satisfaction for EKO Electricity Distribution Company (EKEDC).
- Assisted customers with billing inquiries, payment issues, and service interruptions, ensuring accurate information and quick resolution.
- Processed service requests and escalated complex issues to appropriate departments, ensuring seamless service delivery.
- Maintained detailed records of customer interactions and issues in the CRM system to ensure accurate data tracking and follow-up.

AIRTEL NIGERIA

DECEMBER 2017 – NOVEMBER 2018

Customer Service Representative

- Delivered exceptional customer service by promptly responding to inquiries, resolving issues, and ensuring customer satisfaction for Airtel Nigeria.
- Managed billing and account inquiries, providing clear and accurate information to resolve payment issues and account discrepancies.
- Handled service requests, troubleshooting technical problems, and escalated complex issues to the appropriate technical teams for swift resolution.
- Maintained accurate records of customer interactions, feedback, and complaints, ensuring effective follow-up and issue resolution.

EDUCATION & CERTIFICATIONS

- **Neu Horb British Human Resources Management (2018)**

Intermediate II (2018)

- **Landmark University, Omu – Aran, Kwara State (July 2016)**

Bachelor of Science (B. SC) – Political Science

