

FIDELIS IFESINACHI OGENYI

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com

Skills

Professional Summary

Hardworking, dynamic and reliable key account manager focused on going above and beyond to support the team and serve customers with a great experience and strong background in customer, data and sales management. Trained in providing world-class client and data management and offering top-notch financial, budget and account reconciliation services. Motivated to continue to learn and grow as a sales-marketing professional.

Data Management | Client Relationship Building | Sales Program and Itinerary | Client Management | Financial Operation | Project Management | Account Reconciliation

Budget forecasting Analysis | Effective Communication | Active Listening | Time Management | Sales Operation | Sales Negotiation | Teamwork

Problem-Solving Skills | Critical Thinking Skills | Flexibility | Creativity | Professionalism and strong work ethic | Analytical skill

Microsoft Office Tools

Experience

KEY ACCOUNT MANAGER | TRASSION NIGERIA (ITEL BU) | Sept 2022 – till date

- Maximized ROI of campaigns by analysing performance, response rates and results.
- Cultivated and maintained strong business relationships with new and existing accounts.
- Assigned sales roles based on team talents and individual backgrounds to enhance performance outcomes.
- Resolved customer issues quickly to recapture customer loyalty and prevent lost sales.
- Interacted with customers to personalize the shopping experience and build positive rapport.
- Maintained a robust inventory of available products, avoiding delivery delays and maximizing profits.
- Executed planned merchandising strategies to produce the desired effect.
- Used cross-selling and upselling to boost the value of customer purchases.

Achievements

- Oversaw full accounting cycle, including compiling and analysis da
- Consistently remained as one of the top sales trainers in the country
- Trainees consistently scored 90% and above in nationwide assessment

- Over the period of 2years and above, I have successfully developed and delivered 50+ training to 1000+ sales representative, managers, and partners

AREA SALES MANAGER | OPPO NIGERIA | DEC 2021 – AUG 2022

- Located and pursued business opportunities for company to consistently meet targets.
- Measured and analysed key performance indicators and financial data to guide strategic planning.
- Led team prospecting to build a successful pipeline from industry networking and heavy cold-calling.
- Worked closely with all sales personnel to assist with routine sales and handle advanced issues.
- Coordinated with shipping and receiving staff to schedule shipments and monitor delays.

Education

BSc. Political Science | MADONNA UNIVERSITY, Nigeria | 2009-2013

WAEC/NECO, COMMAND SECONDARY SCHOOL, LAGOS |JULY 2008
