

FIYINFOLUWA OLUWAFEMI

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Personal Summary

Ambitious and results-driven Banking and Finance graduate with over five years of proven success in customer service, telesales, and sales leadership within high-performance environments. Consistently exceeded sales targets by 25–35%, driving revenue growth of over ₦50M annually through strategic customer acquisition and retention initiatives. Demonstrated ability to convert leads into loyal clients, increasing customer base by 30% and improving satisfaction ratings through exceptional service delivery.

Skills

- Communication Skills
- Data recording & reporting
- Customer Relationship Management
- Time Management
- Emotional intelligence
- Problem Solving
- Sales & Target Management
- Attention to Detail
- Adaptability
- Call Handling / Digital tools

Education

- **Osun State University** 2015 - 2021
Bsc Banking & Finance
- **Oke Ira Senior Grammar School** 2006 - 2012
Senior School Certificate Examination

Experience

- **KREATER CARGO** February 2025 - March 2026
Customer Service Representatives
 - * Serve as the primary point of contact for customers, handling inquiries related to cargo shipments, delivery schedules, pricing, and service options.
 - * Provide accurate and timely information on shipment tracking, documentation requirements, and logistics processes.
 - * Coordinate with operations, warehouse, and dispatch teams to ensure smooth cargo handling, timely dispatch, and delivery.
 - * Resolve customer complaints and service issues promptly, maintaining a high level of professionalism and customer satisfaction.
 - * Process bookings, prepare shipment documentation, and ensure compliance with company policies and regulatory requirements.

* Maintain detailed records of customer interactions, transactions, and feedback using CRM systems.

* Proactively follow up with clients to provide updates, confirm deliveries, and strengthen customer relationships.

- **KOOLBOKS NIGERIA**

Jan 2024 - February 2025

Telesales Executive

* Initiate outbound calls to prospective and existing customers to promote products and services, generate leads, and close sales.

* Handle inbound inquiries, provide detailed product information, and convert inquiries into successful transactions.

* Identify customer needs and recommend suitable products or services to maximize sales opportunities.

* Consistently achieve and exceed daily, weekly, and monthly sales targets and KPIs.

* Maintain accurate records of customer interactions, sales activities, and pipeline updates using CRM systems.

* Build and maintain strong customer relationships to encourage repeat business and long-term loyalty.

* Handle objections professionally and provide effective solutions to secure customer commitment.

- **FRUITYLIFE ENTERPRISE**

March 2022 - November 2023

Sales Representative Supervisor

* Supervise, mentor, and coordinate daily activities of sales representatives to ensure achievement of sales targets and KPIs.

* Develop and implement effective sales strategies to drive revenue growth and expand market share.

* Monitor team performance, analyze sales data, and provide actionable insights to improve productivity and efficiency.

* Train and coach team members on sales techniques, product knowledge, and customer engagement strategies.

* Set clear sales goals, track progress, and conduct regular performance reviews to ensure accountability.

* Identify new business opportunities, generate leads, and support the team in closing high-value deals.

* Ensure excellent customer service standards are maintained, resolving escalated issues promptly and professionally.

* Collaborate with management and other departments to align sales objectives with overall business goals.

Projects

- **Department of Banking & Finance**

Supervisor:- Dr Olayiwola O.A

Achievements & Awards

- Award-winning sales professional with a proven track record of exceeding targets, improving customer satisfaction, and leading high-performing teams. Recognized for top sales performance, effective customer relationship management, and strong leadership in driving revenue growth.

Interests

- Reading
- Cooking
- Research
- Tourism

Reference

- Available Upon Request - ""