

**GABRIEL
OKEGBENRO**

*Sales Manager/Accounts
Manager/Customer
Success Manager*

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 49, Razak Tijani Street,
Ikotun, Lagos, Nigeria.

CORE COMPETENCIES

Retention

Reporting

> CRM Tools:

Salesforce, HubSpot,
Zendesk,

>Strategic Planning

>Financial Analysis

>Helpdesk & Support
Services

TECHNOLOGY STACK

>Microsoft Office Suite,

>GitHub

>Slack

>HTML

>JavaScript

CERTIFICATIONS

>Digital Marketing

*Google Digital Skills
for Africa 2019*

>Project Management

*Alison School Ireland
2019*

VOLUNTEER WORK

>Cuso International

INTERESTS

> Reading

>Researching

>Surveying

PROFESSIONAL SUMMARY

Results-driven business development and customer success professional with couple of years of experience in the financial and Fintech industry, oil & gas, and retail. Skilled in sales strategy, customer retention, FX transaction and businesses, and leveraging data analytics to drive growth. Strong technical background with hands-on experience in Salesforce, HubSpot, Zendesk, and Microsoft tools.

EDUCATIONAL QUALIFICATIONS AND CERTIFICATE

Lagos State University Lagos
B.Sc. Computer Science

2014

International Business Management Institute
Mini MBA

2022

WORK EXPERIENCE

AETOS CAPITAL GROUP (FX TRADING COMPANY)
CUSTOMER SUCCESS /ACCOUNT MANAGER

June 2025 till Date

- > Activated 40+ financial transactions, ensuring accuracy, compliance, and timely execution.
- > Achieved 80–90% of monthly company's target, demonstrating strong revenue generation performance in a competitive financial market.
- > Strengthened client relationships through proactive communication, needs assessment, and personalized investment guidance.
- > Activated 200+ new clients, maintaining 70 active clients through consistent engagement and tailored financial solutions.
- > Resolving customer's query, technical issues and solving complaints.
- > Monitored CSAT, NPS, retention, churn, response time and resolution time to improve customer experience.
- > Led Customer onboarding and KYC/KYB processing while coordinating with compliance and operations team.

FIRST ROYAL OIL AND GAS LTD
BUSINESS DEVELOPMENT MANAGER

Mar 2020 – May 2025

- > Developed and implemented business performance tools to drive strategic growth.
- > Conducted economic, commercial, and financial reviews to uncover business opportunities.
- > Provided research and analytical support on federal and state energy policies.
- > Partnered with managers to negotiate and execute business agreements.

UNITED BANK FOR AFRICA PLC
ASSISTANT OPERATIONS MANAGER

Aug 2018 – Mar 2020

- > Managed daily cash transactions and customer payments.
- > Maintained daily, weekly, and monthly transaction reports.
- > Trained and guided new customer-facing employees.

UNITED BANK FOR AFRICA PLC
CUSTOMER SUPPORT SUPERVISOR

Sep 2012 – Aug 2018

- > Resolved over 1,000+ customer complaints monthly, improving satisfaction ratings.
- > Developed and maintained CRM database.
- > Created customer appreciation and retention programs.
- > Led client visits and vendor management activities.

**PERSONAL
STRENGTHS AND
SKILLS**

- > Good communication and interpersonal skills
- > Ability to meet deadlines
- > Good leadership and mentoring skills

UNITED BANK FOR AFRICA PLC

RELATIONSHIP OFFICER / BUSINESS DEVELOPMENT OFFICER

Jan 2007 – Dec 2012

- > Identified and converted potential new customers into clients, achieving a 30% conversion rate.
- > Managed existing clients, ensuring 90% satisfaction and retention, and driving 30% sales growth.
- > Built and maintained strong relationships with new clients, setting sales targets and providing support to exceed expectations.
- > Grew existing accounts by proposing innovative solutions and services, resulting in 45% account growth.
- > Spearheaded sales process innovation, attracting new clients and driving business growth.
- > Researched and identified opportunities in new and existing markets, driving strategic business development.
- > Developed compelling pitches and presentations to potential clients, securing 50% of targeted business.

SEVEN UP BOTTLING COMPANY PLC

WAREHOUSE ASSISTANT/STORE KEEPER

Apr 2005 – May 2006

- > Operated clamp trucks for loading/unloading inventory.
- > Performed inventory counts using radio-frequency equipment.
- > Ensured warehouse safety and inventory accuracy.



AWARDS OF ACHIEVEMENTS

- > Best customer service employee (United Bank for Africa) 2015
- > Second runner-up, best sales staff (Aetos Capital Group) 2025



REFERENCE

Available on request