

ASOGWA GOODNESS CHIBUEZE

Sales Executive | Customer Relationship Management | Business Development

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PROFESSIONAL SUMMARY

Results-oriented Sales and Customer Service professional with over 3 years of combined experience in sales, customer relationship management, business operations and team coordination. Experienced in identifying customer needs, promoting products and services, following up with prospective customers, maintaining client relationships and supporting business growth. Strong ability to communicate effectively with customers, handle enquiries and complaints, work toward sales targets, maintain accurate records and coordinate daily business activities. Also experienced in staff supervision, inventory monitoring and resolving operational issues.

CORE COMPETENCIES

Sales & Business Development	Customer Acquisition & Retention	Customer Relationship Management
Lead Generation & Follow-Up	Product & Service Promotion	Sales Target Management
Customer Enquiries & Complaint Resolution	Negotiation & Communication	Cash Collection & Handling
Team Supervision & Coordination	Inventory & Stock Monitoring	Daily Operations Management
Record Keeping & Reporting	Problem Solving	Microsoft Office

PROFESSIONAL EXPERIENCE

SOLID BODY GYM — Nsukka, Enugu State

Manager / Sales Representative | April 2025 – May 2026

- Managed day-to-day business activities and supported the smooth operation of the facility.
- Promoted gym services to existing and prospective customers and assisted in converting enquiries into memberships.
- Attended to customers professionally, identified their needs and provided appropriate information about available services.
- Followed up with prospective and existing customers to encourage membership registration and renewal.
- Built and maintained positive relationships with customers to encourage repeat business and customer retention.
- Handled customer enquiries and complaints, resolving issues professionally and escalating matters when necessary.
- Supervised staff and coordinated daily responsibilities to ensure tasks were completed effectively.
- Monitored staff attendance and supported proper task allocation and daily work schedules.
- Monitored inventory and stock levels and identified items requiring replenishment.
- Assisted with sales activities and worked toward business and revenue objectives through active customer engagement.
- Maintained records relating to customers, memberships and daily business activities.
- Identified operational issues and reported them to management while contributing to practical solutions.

MICHAEL-CEE RENTALS — Enugu State

Sales Representative | April 2022 – May 2024

- Promoted available products and services to prospective and existing customers.
- Built professional relationships with customers and maintained regular communication to support sales.
- Responded to customer enquiries and provided information based on individual customer needs.
- Followed up with prospective customers to generate sales opportunities and encourage conversion.
- Communicated product and service benefits clearly to customers.
- Assisted customers throughout the sales process and encouraged repeat patronage.
- Worked toward assigned sales and performance targets.
- Maintained professional relationships with customers and colleagues.
- Contributed to customer retention and the overall growth of the business.
- Handled customer payments at different periods and ensured proper handling of received funds.

EDUCATION

Bachelor of Engineering (B.Eng.)

Agricultural and Bio-Resources Engineering

University of Nigeria, Nsukka | 2017 – 2023

ADDITIONAL TRAINING

Solar Photovoltaic System Installation Training

Training covering domestic and small commercial solar systems, electrical wiring, system sizing, testing, troubleshooting and safety.

ADDITIONAL INFORMATION

- Strong interpersonal and communication skills
- Customer-focused and professional
- Comfortable working with customers, colleagues and staff
- Ability to work under pressure and manage multiple responsibilities
- Good organizational and time-management skills
- Willing to work flexible hours, including weekends and public holidays when required

REFERENCES

Available upon request.