

KELVIN ILUOBE EHIMEGBE

Sales | Customer Service | Logistics Dispatch | Business Development

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PROFESSIONAL SUMMARY

Results-driven Sales, Customer Service, and Logistics professional with proven experience across outbound sales, customer relationship management, dispatch operations, business development, account management, and high-volume client communication. Experienced in cold calling, cold emailing, lead generation, customer support, carrier/broker communication, load coordination, rate negotiation, CRM management, order fulfillment, and KPI-driven sales activities. Proven track record of growing strategic customer accounts from ₦250 million to over ₦1 billion annually, developing trade customers into distributors, and generating significant sales growth through proactive relationship management and business development.

CORE COMPETENCIES

Logistics Dispatch & Load Coordination • Carrier & Broker Communication • Cold Calling & Cold Emailing • Outbound Sales • Lead Generation • Business Development • Customer Service • Account Management • KPI Achievement • Rate Negotiation • Load Board Research • Driver & Carrier Follow-Up • Shipment Tracking • Complaint Resolution • CRM Management • Order Processing • Sales Pipeline Management • Client Retention • Market Research • Microsoft Office • Google Workspace

PROFESSIONAL EXPERIENCE

DISPATCHER | CAROLINA TRANSPORTATION | South Carolina, USA | 2026 – Present

- Make a high volume of daily outbound calls to carriers, drivers, brokers, and prospective transportation partners to identify and secure freight opportunities.
- Conduct cold calling and cold emailing to generate leads, establish new business relationships, and develop transportation opportunities.
- Research available freight and identify suitable loads based on equipment type, location, lane, rate, and driver availability.
- Communicate with brokers and carriers to obtain load information, negotiate rates, and support profitable load placement.
- Coordinate drivers and loads to ensure accurate pickup and delivery scheduling.
- Monitor active shipments and maintain regular communication throughout the transportation process.
- Address traffic delays, driver wait times, detention, breakdowns, rejected freight, late deliveries, and pickup/delivery discrepancies.
- Review and coordinate Rate Confirmations, Bills of Lading (BOLs), pickup information, delivery information, and other load-related documentation.
- Maintain professional communication with brokers and customers, providing timely shipment updates and resolving service issues.
- Research freight availability, lanes, market conditions, and prevailing rates to identify viable business opportunities.
- Maintain accurate records of prospects, calls, follow-ups, loads, negotiations, and customer interactions.
- Work toward daily, weekly, and monthly KPIs, including call volume, prospecting, lead generation, conversions, and revenue-related targets.
- Collaborate with internal teams to ensure smooth dispatch workflows and timely resolution of operational challenges.

AREA SALES SUPERVISOR | BIC NIGERIA | 2024 – 2026

- Managed strategic distributor and retail accounts while maintaining strong customer relationships and supporting territory sales growth.
- Served as a key point of contact for customer concerns, account issues, order requirements, and service-related matters.
- Developed and implemented sales and merchandising strategies to achieve monthly and annual commercial targets.
- Conducted regular customer visits, needs assessments, follow-ups, and account reviews to strengthen relationships and identify growth opportunities.
- Monitored inventory, competitor activity, market trends, and customer purchasing patterns to support sales planning.
- Coordinated order fulfillment and delivery requirements to maintain customer satisfaction and service consistency.
- Grew MTM Educational Stationaries from approximately ₦250 million to over ₦1 billion in annual sales within the first year of managing the account.

SALES REPRESENTATIVE | BIC NIGERIA | 2022 – 2024

- Generated new business through prospecting, customer visits, relationship development, and proactive sales activities.

- Converted prospects into customers while maintaining strong relationships with existing accounts.
- Promoted products and services to achieve assigned sales targets and increase customer purchasing.
- Processed customer orders and coordinated delivery requirements to ensure a smooth purchasing experience.
- Monitored customer feedback, market trends, competitor activity, and sales performance.
- Grew a dealer's BIC Ultra Crystal pen sales from approximately 5 cartons per week to over 30 cartons per week, supporting progression into sub-distributor status.

ACCOUNT / DISTRIBUTOR MANAGEMENT | ORANGE DRUGS | 2020 – 2022

- Managed wholesaler and distributor relationships while identifying opportunities to increase sales volume and customer purchasing capacity.
- Developed customer relationships through regular engagement, follow-up, sales support, and account management.
- Grew a wholesaler's annual sales from approximately ₦100 million to ₦300 million within the first year of taking over the account.
- Continued account development over the period, supporting the customer's progression into a distributor generating over ₦500 million in annual sales.

CUSTOMER CARE REPRESENTATIVE | CUSTOMER CONTACT SOLUTIONS | Nigeria | 2019 – 2020

- Handled customer inquiries, complaints, and service requests through professional and effective communication.
- Assisted customers in resolving issues while maintaining a positive customer experience.
- Managed high-volume customer interactions and maintained service standards.
- Recognized as Best Staff of the Year twice for strong performance and contribution.

BUSINESS MANAGER | B&K; OUTLET | 2018 – 2019

- Managed customer-facing business operations and ensured consistent service delivery.
- Supervised staff and provided coaching on customer engagement and service standards.
- Handled customer complaints, feedback, and operational issues professionally.
- Managed daily business activities, customer communication, and service delivery.

SELECTED CAREER ACHIEVEMENTS

- ₦250M → ₦1B+ — Grew a strategic BIC customer account by more than 300% within one year.
- ₦100M → ₦300M — Increased an Orange Drugs wholesaler's annual sales within the first year of account management.
- ₦500M+ — Supported the same Orange Drugs customer in progressing into a distributor generating over ₦500 million annually.
- 5 → 30+ cartons/week — Expanded a BIC dealer's weekly purchasing volume and supported progression to sub-distributor status.
- Best Staff of the Year — 2× — Recognized for outstanding performance at Customer Contact Solutions.

TECHNICAL SKILLS

CRM & Sales: Salesforce, CRM Platforms, Sales Tracking, Lead Management, Customer Relationship Management

Logistics: Load Boards, Dispatch Coordination, Shipment Tracking, Rate Confirmation, BOL Documentation

Productivity: Microsoft Office Suite, Excel, Google Workspace

Business & Digital: Shopify, Sales Reporting, Customer Tracking, Digital Communication

EDUCATION

Bachelor of Science (B.Sc.) – Estate Management

University of Lagos | 2013 – 2018