

Mayowa Banjo

banjo.mayowa@gmail.com,
banjomayowas@yahoo.com
+2348127157791, +2348157590591
Magodo, Ikosi-Isheri, Lagos

Professional Summary

An astute professional with excellent team building, relationship management, project management, and leadership abilities. Great verbal and written communicator with a strong background in cultivating positive relationships and exceeding goals. Adept at delivering high-quality service and achieving strategic objectives with resourceful problem-solving skills.

Skills

- Client Relationship Management & Development
- Stakeholder Engagement & Communication
- Cross-functional Collaboration
- Business Development
- Organizational Planning & Presentation
- Leadership Cross-Functional Teams & People Management
- Strategy Formulation Planning & Execution
- Jira & Confluence
- Operations Oversight & Management
- MS Office Suite, MS Visio, MS Project
- Program Development Management & Administration

Experience

Sales Lead

Mar 2026 – Current

TravelPlus – Ancillary Services Division

BTM Travel | Lagos, Nigeria

- Lead B2B sales and business development for TravelPlus, the ancillary travel services division of BTM Travel, driving revenue growth across Protocol (Meet & Greet), Airport Lounge Access, Car Hire, Personal Escort, and Hotel Accommodation service lines.
- Develop and present compelling business proposals, pitch decks, and client presentations to secure new corporate accounts, travel management agreements, and long-term service contracts.
- Design and execute targeted B2B marketing, networking, and relationship-building initiatives, including industry events, trade engagements, and corporate outreach, to build brand visibility and generate qualified leads.
- Conduct ongoing research and analysis of the Nigerian aviation and travel industry, including airline operations and airspace developments, to inform pricing strategy, service positioning, and competitive differentiation.
- Manage the full client relationship life cycle, from prospecting and proposal development through onboarding and account management, to maximize client retention and repeat business.
- Collaborate closely with operations and service delivery teams to ensure seamless execution of Protocol, Lounge, Car Hire, Escort, and Hotel Accommodation services in line with agreed service standards.
- Negotiate commercial terms and service level agreements with vendors and corporate clients to protect margins while delivering strong value to customers.
- Track and report on sales performance against targets, using data-driven insights to refine strategy, prioritize opportunities, and support leadership decision-making.
- Represent TravelPlus and BTM Travel at industry forums and stakeholder engagements across the aviation and hospitality sectors to strengthen the company's market position and reputation.

Project Manager & Business Development Lead

Jan 2024 – Feb 2026

Human Investment Group Africa | Lagos, Nigeria

- Initiated business development plans to expand client base, including proposals, B2B marketing, e-marketing, and partnerships, maintaining client relationships.
- Developed marketing strategies to increase brand visibility and maintain quality standards.
- Implemented business strategies and plans in alignment with short-term and long-term goals.
- Deployed marketing and communication materials and documents for market penetration and establishment, including the development of websites and advertisement campaigns.
- Identify opportunities for growth and expansion within the market and establish relationships with multiple partners for development and expansion.

- Monitored trends using analytical tools to improve business operations and growth.
- Structured internal operations and outlined policies and procedures for the team.
- Planned strategies to achieve profitability, client satisfaction, and employee retention objectives.
- Setting team performance targets to motivate and reward staff.
- Resolved employee, customer, and vendor disputes using strong mediation and problem-solving techniques.
- Fostered positive collaboration and relationships with clients, vendors, and staff.

Project Manager – Remote Contractor

Jan 2023 – Sep 2023

Tritek Consulting Limited | London, UK

- Managed multidisciplinary teams in the successful end-to-end development and implementation of a website with an updated wallet.
- Performed high-level data analysis from unfiltered data through filtration, extraction, classification, and management to derive insight.
- Developed a communication plan and reports to inform stakeholders and the board of project activities.
- Conducted skill survey matrix to identify gaps and advised on training for team members.
- Collaborated with sponsors and stakeholders to develop the project plan, scope, requirements, roles, responsibilities, governance, and success criteria.
- Ensured thorough business analysis through requirements gathering and documentation, translating business needs into actionable plans and user stories.
- Monitored and managed project risks and issues, promptly identifying and implementing mitigation strategies to ensure project success.
- Coordinated User Acceptance Tests (UAT) and facilitated feedback to ensure project development met user requirements, expectations, and seamless integration with the existing system.

Business Manager

Jun 2020 – Dec 2023

Principal Edge Solutions | Lagos, Nigeria

- Established policies and standards and supervised colleagues to ensure compliance.
- Analysed internal operations, identified current system strengths and deficiencies, and proposed process improvement areas.
- Client Change Management Development - Introduced several change management initiatives that helped turn around client relationship management in the firm.
- Managed the company's daily operations, while mentoring and supervising team members and providing support where necessary.
- Led monthly training efforts for staff to keep abreast of the most recent tools and skills to improve performance and job delivery.
- Managed organization budget and operational targets by effectively managing schedules and resources.
- Negotiated and managed relationships with various vendors.
- Resolved client complaints promptly to maintain satisfaction levels.
- Conducted regular performance evaluations and provided constructive feedback for improvement.
- Implemented process improvements to streamline operations and reduce costs.
- Provided leadership and direction to staff members across departments.

Monitoring & Evaluation Officer

Nov 2018 – May 2020

Regional Centre for Research Excellence | Ibadan, Nigeria

- Designed and prepared tools for data collection and conducted evaluations for research studies.
- Developed qualitative and quantitative data teams using various techniques and data collection applications.
- Supported research teams in critical analysis of data to aid the progression and development of various research projects.
- Ensured the validity of data collection through careful review and confirmation of data collected to avoid data quality issues and reporting of unreliable data by following up with subjects to resolve challenges, thereby reducing operational costs.
- Prepared, maintained, and regularly updated research materials for consistent, comprehensive reference.
- Prepared progress reports on various research, assessing progress in line with set objectives.
- Formulated and managed plans and systems focused on targeted outcomes.

Retail and Personal Banking Officer

Jul 2012 – Mar 2016

First Bank of Nigeria | Owerri, Nigeria

- Developed and implemented the drive for the generation of deposits, loans, and banking facilities in my team.
- Participated in several data analysis activities and subsequent trend analysis as well as reports on risk analysis, bankable income, and future growth opportunities, providing senior management with vital information for decision-making, income generation, and strategy formulation.
- Examined and reconciled payment solutions discrepancies in adherence with banking regulations.
- Managed day-to-day operational and retail duties of the branch; as well as customers' demands, ensuring to provide solutions to customer inquiries, to improve and develop bank-client relations.
- Monitored multiple databases to keep track of growth and income progress and ensured compliance with all regulatory body standards and requirements.
- Supported all branch units in improving operational issues and resolving them to deliver top-notch customer service.
- As lead training officer, coordinated training sessions to keep abreast of the latest tools, skills, and regulations.
- Managed smooth operation of several payment outlets, including 8 ATMs, achieving and surpassing operational uptime target by 20%.

Retail and Personal Banking Officer

Oct 2007 – Feb 2012

Intercontinental Bank | Owerri, Nigeria

- Developed and implemented strategies for business development and deposit generation drive.
- Monitored multiple databases to keep track of growth and income progress and ensure compliance with all regulatory bodies; thereby avoiding sanctions and fines.
- Managed day-to-day operational duties of my teams and clients' demands across multiple positions; ensuring to proffer solutions to client inquiries, thereby improving bank-client relations and client growth progression.
- Collated and tendered various reports for onward delivery to management and regulatory authorities.
- Managed client needs through effective customer service management.
- Served across multiple positions including Head Cash, Head Customer Service, Head Funds Transfer, ATM Officer, and others as required by the Branch Manager.

Sales Executive Officer

Dec 2006 – Oct 2007

SOL Nigeria Limited | Lagos, Nigeria

- Developing and implementing strategic drive for the sales of ARM mutual funds retail products.
- Monitored sales team performance and provided effective training to help achieve sales targets.
- Managed client requests and needs through effective communication, follow-ups, and feedback.
- Worked with the Sales Manager to maintain optimum levels of communication for effective and efficient sales.

Education

Master of Public Health: Environmental Health Science
University of Ibadan, Ibadan, Nigeria

Apr 2018

Bachelor of Science: Industrial Chemistry
University of Ilorin, Ilorin, Nigeria

Dec 2004

Certifications

- Project Management and Business Analysis Sep 2023
- Global Health e-learning certification on Data Quality Mar 2019
- Global Health e-learning certification on Immunization Essentials May 2016
- Global Health e-learning certification on Population Health and Environment Basics May 2016
- Project Management Professional (PMP) Oct 2013

Accomplishments

- Secured business deals for Principal Edge Solutions, improving profit margins by over 30% in 2021.
- Headed customer service teams at First Bank Nigeria, winning best customer service team twice in Southeastern Nigeria.
- Recognized as the best ATM custodian in Southeast Nigeria for excellent performance.