

NNAMDI CHARLES OKONKWO

Lagos, Nigeria | 08135207656 | nnamdi212@gmail.com

PROFESSIONAL SUMMARY

Versatile and results-driven professional with 10+ years of experience across sales management, petroleum chemistry, technical support, and education. Proven ability to drive business growth, ensure regulatory compliance, and deliver exceptional customer experiences. Strong analytical thinker with hands-on experience in laboratory analysis, field operations, and client relationship management. Known for resolving issues quickly and adapting fast to new environments.

CORE SKILLS

Management and Sales: Sales Strategy, Revenue Growth, Team Leadership, Staff Training, Client Retention, Customer Relationship Management (CRM)

Customer Service: Customer Satisfaction, Issue Resolution, First-Contact Resolution, Technical Support

Technical and Compliance: Petroleum Analysis, Laboratory Testing, ASTM and IP Standards, Regulatory Compliance, Safety Standards, Equipment Calibration, Technical Reporting

Professional: Team Collaboration, Training and Mentoring, Problem Solving, Critical Thinking

PROFESSIONAL EXPERIENCE

Sales Manager

Jan 2023 – Present

Bettycee Wears Nigeria Ltd., Lagos

- Grew sales revenue by over 25% by designing and executing targeted sales strategies
- Raised repeat purchase rate by 30% through personalized customer engagement
- Sustained high customer satisfaction by resolving customer issues promptly
- Expanded the customer base and strengthened client retention
- Led and trained team members, improving overall team productivity

Petroleum Chemist

Jan 2018 – Dec 2022

SGS Inspection Services Nigeria Ltd., Lagos

- Tested crude oil and refined petroleum products in a laboratory setting
- Performed physicochemical analyses in line with ASTM standards
- Prepared technical reports for clients and regulatory bodies
- Coordinated with field teams to ensure accurate sample collection
- Maintained and calibrated laboratory equipment to keep testing accurate and reliable

Science Teacher

Jan 2017 – Dec 2017

Treasure Land Model School, Ogun

- Improved student performance by 20% through tailored teaching strategies
- Designed engaging lesson plans that increased student participation
- Identified learning gaps and implemented targeted interventions
- Collaborated with staff to strengthen curriculum delivery

Petroleum Chemist

Jan 2013 – Dec 2016

SGS Inspection Services Nigeria Ltd., Lagos

- Conducted petroleum testing in compliance with ASTM and IP standards
- Generated analytical reports and certificates of analysis
- Reduced instrument downtime through consistent laboratory equipment maintenance
- Enforced strict adherence to safety regulations in all laboratory work

IT Support Technician

April 2012 – Dec 2022

Federal Government Tech. Incubation Center, Benin City

- Resolved 90% of technical issues on first contact
- Reduced system downtime through system upgrades and maintenance
- Installed and secured systems against vulnerabilities
- Maintained technical documentation and provided end-user support

EDUCATION

- **Higher National Diploma (HND), Science Laboratory Technology (Chemistry)** – Yaba College of Technology, 2016 – Distinction
- **Ordinary National Diploma (OND), Science Laboratory Technology** – Yaba College of Technology, 2012 – Upper Credit

AWARDS

- Certificate of Acceptance – International Journal of Engineering and Scientific Research, 2017