



OLAMIDE AKINFADERIN

Nigeria

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SUMMARY

Result Driven Branch Supervisor / Sales Team Leader with 10+ years in consultative sales for IAS UK. Credit and recovery leadership and UK Immigration services. Expert in high volume outreach. Expert in GDPR – complaint sales. CRM reporting. Objection handling and building trust with sceptical clients. Seeking Sales Management role / UK- Canada Immigration sales / Business development roles- Remote Lagos UK/US hours

Dependable lead sales associate with several years of hands-on experience supervising sales department. Focused on boosting customer satisfaction and revenue. Seasoned in handling customer relations issues, providing feedback and coaching to sales team and monitoring and enforcing cash handling policies.

CORE SKILLS

UK / CANADA Immigration Sales | Team Leadership | High Ticket Consultative Closing | CRM (Hubspot /Salesforce / Mymbs) GDPR & Compliance | Debt Recovery | Risk Analyst | Effective Communication | Customer Success | Customer retention | Recovery Negotiation | Performance Retention | Objection Handling |

EXPERIENCE

Branch / Team Supervisor | IAS – Immigration Advice Service (UK) Remote -Lagos (Contract)

04/2026 - Current

Managed day-to-day branch operations while ensuring high

- standards of customer service and operational excellence.
- Led and developed a team of staff to consistently meet and exceed sales and performance targets.
- Improved branch productivity through effective workforce planning, coaching, and performance management.
- Resolved customer escalations and maintained strong client relationships to enhance customer retention.
- Produced management reports and analyzed performance
- metrics to support business decisionmaking.
- Ensured compliance with company policies, procedures, and
- industry regulations.

Regional Sales Lead / Birdview Travels and Tours / Ikeja

08/2024 – 02/2026

- Led sales initiatives to promote travel packages and tours.
- Engaged customers to understand travel needs and preferences.
- Collaborated with team members to develop marketing strategies.
- Provided exceptional service to enhance customer satisfaction and loyalty.
- Utilized CRM software to track customer interactions and manage leads.
- Assisted in training new staff on sales techniques and customer service.
- Resolved customer complaints in an efficient manner while maintaining quality standards.
- Analyzed customer feedback to identify areas for improvement in products and services.
- Developed and implemented a successful sales strategy to increase revenue.
- Customer Success Team Leader

Area Sales Manager / Reniks Supply Hub - Ijoko, NG

06/2023 - 07/2024

- Led regional sales initiatives to increase product awareness and customer engagement.
- Developed and maintained strong relationships with key clients across diverse sectors.
- Coordinated sales strategies with marketing teams to align promotional efforts effectively.
- Trained and mentored junior sales representatives on best practices and product knowledge.
- Conducted regular sales presentations to showcase product features and benefits.
- Collaborated with logistics teams to ensure timely delivery of products to clients.
- Generated weekly, monthly, quarterly reports on sales volume, revenue growth and competitive landscape.
- Developed and implemented strategic sales plans to accommodate corporate goals
- Resolved customer complaints in a timely manner while ensuring high levels of customer satisfaction.
- Maintained relationships with existing clients to ensure their satisfaction with products and services offered.
- Penetrated new markets by investigating competitor products, services, and trends.
- Developed pricing policies and negotiated contracts with customers.

Credit Administrator /Senior Analyst / Primera Microfinance Bank - Lagos , NG

03/2021 - 05/2023

- Managed loan applications and credit assessments for clients.
- Reviewed financial documents to ensure compliance with banking regulations.
- Processed transactions and maintained accurate customer records daily.
- Conducted credit analysis using bank software and tools effectively.
- Facilitated communication between departments to resolve client inquiries promptly.
- Analyzed customer payment trends to identify potential risks or opportunities for improvement.
- Developed policies and procedures to ensure compliance with applicable regulations.

Debt Recovery Specialist / Primera Microfinance Bank - Lagos , NG

08/2018 - 05/2021

- Managed collections on overdue accounts to ensure timely recovery of funds.
- Negotiated repayment plans with clients to facilitate debt resolution.
- Reviewed loan documents for compliance and accuracy before processing.
- Maintained detailed records of all communications and transactions in the system.
- Researched and verified customer information to ensure accurate contact details.
- Provided timely feedback on collection efforts through daily reporting systems.
- Monitored customer accounts regularly to prevent further delinquencies from occurring.
- Performed skip tracing techniques to locate missing or hard-to-find customers.

- Led team in delivering exceptional customer service and client support.
- Coordinated loan processing and documentation for timely approvals.
- Mentored junior staff on best practices and compliance standards.
- Facilitated regular team meetings to address challenges and share updates.
- Provided leadership and guidance to team members, ensuring that tasks were completed on time and to a high standard.
- Resolved escalated customer complaints or queries promptly and efficiently.
- Monitored team progress and enforced deadlines.
- Conducted performance appraisals for team members, providing feedback and identifying areas of improvement.
- Ensured compliance with company policies and procedures throughout the team.

Loan Officer / Ab Microfinance bank - Lagos , NG

11/2015 - 07/2018

- Evaluated loan applications for compliance with bank policies and regulations.
- Assisted clients in understanding loan options and payment terms.
- Processed loan documentation and maintained accurate records within the system.
- Provided exceptional customer service to enhance client relationships and satisfaction.
- Educated customers on variety of loan products and available credit options to promote valuable decision-making.
- Developed and maintained relationships with potential customers to increase loan business.
- Answered customer inquiries involving rates, products and loan application status to facilitate quality customer service.
- Responded promptly to customer inquiries regarding their accounts or other matters related to consumer lending operations.
- Met with applicants to obtain information for loan applications and answer questions about process.
- Executed loan origination process and ordered credit reports, appraisals and preliminary title reports.

Sales Vendor / Guinness - Lagos , NG

02/2013 - 07/2015

- Managed sales presentations to promote product offerings and brand visibility.
- Developed strong relationships with retail partners to enhance collaboration and support.
- Trained team members on product knowledge and effective sales techniques.
- Analyzed market trends to identify new opportunities for product placement.
- Provided feedback on customer preferences to inform product development decisions.
- Resolved customer complaints promptly and efficiently.
- Managed multiple projects simultaneously while meeting deadlines consistently.
- Processed sales transactions using point-of-sale cash register.
- Conducted market research to identify new sales opportunities.
- Facilitated sales through outstanding customer service and satisfaction.
- Prepared reports on sales activities and progress against targets.
- Maintained up-to-date records of customer orders, invoices, payments, returns.
- Developed action plans for achieving short-term and long-term sales objectives.
- Utilized CRM software to manage client data and track sales performance metrics.

- Lifted boxes using safety techniques when loading and unloading trucks.
 - Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
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EDUCATION AND TRAINING

09/2008 - 12/2012

Bachelor of Science: Economics

Tai Solarin University of Education - Ogun, Nigeria