

EDUCATION

University of Lagos, Nigeria.

Sep 2017 – Dec 2021

B.Sc., Business Administration (CGPA 4.06/5.0)

PROFESSIONAL EXPERIENCE

- **Alpha-Alpha Intelligent Technologies C.O LTD, Beijing, Asia (remote)**
Customer Service Representative / Team Lead

 - Resolve over 150+ customer inquiries weekly via inbound and outbound calls, maintaining a 98% satisfaction rate.
 - Deliver timely technical support and issue resolution, leading to a 35% reduction in escalations.
 - Ensure 100% compliance with data protection standards while managing sensitive client information
 - Utilize Zoho Mail and Zoho CRM to manage 300+ client interactions monthly, boosting response efficiency by 40%
 - Process 250+ eCommerce orders monthly using Shopify, improving fulfillment accuracy by 20%.
 - Trained and mentored 6 new team members, resulting in a 25% increase in department productivity

Feb 2025 – Present

- **AOC Schengen, Lagos, Nigeria**
Business Development Officer/Visa and Admissions Consultant

 - Train and mentor over 50 students monthly to improve their performance in admissions interviews, achieving a 90% success rate.
 - Analyze and review over 120 student applications per quarter, ensuring compliance with visa and admissions requirements.
 - Develop and maintain relationships with 15+ partner institutions and collaborate on documentation processes, ensuring 3-5 business day turnaround for updates.
 - Implemented a new sales strategy that increased lead conversion rates by 15% resulting in additional 20 million naira in sales.
 - Manage a team of 6 junior consultants, increasing overall productivity by 30% through performance tracking and delegation.
 - Conduct data-driven analyses to refine admissions strategies, improving client conversion rate by 30%

Dec 2023 – Jan 2025

- **AOC Schengen, Lagos, Nigeria.**
Associate Sales Consultant

 - Identified and engaged with potential clients through targeted outreach, resulting in a 20% increase in lead generation in the second quarter.
 - Designed Excel-based sales dashboards to track key metrics, improving decision-making efficiency by 20%.
 - Utilized analytical tools (e.g., ZOHO CRM) to optimize sales processes, contributing to a 15% revenue growth.
 - Collaborated with senior consultants to execute tailored sales strategies, contributing to a 25% growth in client acquisition and retention.
 - Conducted an in-depth market analysis to identify emerging trends and competitor strategies, leading to a successful pitch that captured a major client, increasing annual revenue by 10 percent.

April 2023 – Nov 2023

- **AOC Schengen, Lagos, Nigeria**
Customer Success Associate.

 - Managed and updated records for over 300 clients, ensuring 100% data accuracy and compliance.
 - Responded to an average of 30 customer inquiries weekly, resolving issues with 95% satisfaction rate.
 - Successfully trained and supervised a team of 3 junior customer success officers, enhancing overall team efficiency by 20%
 - Uploaded and tracked over 200 student documents monthly, ensuring prompt responses from consultants within 48 hours.
 - Developed strong relationships with customers, increasing client referrals by 15%.

Feb 2022 –March. 2023

- **Eviction Option LLC, Georgia, USA (remote)**

May 2021 –Jan 2022

Customer Support/Sales Consultant

- Implemented sales management by spotting potential sales opportunities and directing them to the relevant team members, resulting to a substantial 70% increase in revenue boost during the initial quarter of the year.
- Achieved a customer satisfaction score of 65% by addressing inquiries and concerns promptly and efficiently.
- Processed and emailed service documents to an average of 50 clients per week, ensuring accuracy and completeness to facilitate smooth transaction.
- Maintained regular communication with client, providing update on account statuses and necessary information, resulting in 30% decrease in unresolved client inquiries.

AWARDS AND ACHIEVEMENTS

- **Sales Performance Excellence Award** – AOC Consulting *Jan. 2024*
Recognized for surpassing sales targets and significantly contributing to revenue growth.
- **Customer Service Excellence Award** - Eviction Option LLC *Nov. 2021*
Received recognition for consistently delivering exceptional customer service, maintaining high level of client satisfaction.
- **Business Student Association Award** – University of Lagos *Feb. 2024*
Award for active participation and leadership in promoting professional development among peers.

VOLUNTEERING

- **Welfare Director** *August 2022*
National Youth Service Corps, Makoko, Lagos, Nigeria
 - Organized charity programs for under privileged children in an orphanage.
 - Participated in community services and developmental projects.
- **National Election Volunteer (Presiding Officer)** *Feb 2023*
Independent National Electoral Commission of Nigeria (INEC)
 - Led a team of four Assistant Presiding Officers (APOs), supervised polling activities, and ensured smooth operations during election.
- **Sustainability Management Volunteer** *April 2024*
AOC Schengen.
 - Organized initiatives to train 120 students on resource conservation and environmental care.
Conducted upcycling training sessions using recycled materials.

PROFESSIONAL AFFILIATIONS

- Associate Member of Nigerian Institute of Management, (AMNIM)

SKILLS AND COMPETENCIES

Core Skills: Report Writing || Account Management || Project Management || Teaching || Networking || Community Service || Stakeholders Engagement

Soft Skills: Critical Thinking || Collaborative Problem Solving || Emotional Intelligence || Time Management || Adaptability

Tools & Technology: Zoho CRM || Microsoft Office Suite || Google Workspace || Gantt Chart