

OTIS KALUS WELLA

Sales Executive | Credit Expert & Customer Support Specialist | Logistics Manager

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PROFESSIONAL SUMMARY

Results-driven Sales and Credit Professional with 4+ years of experience across customer support, consultative sales, credit analysis, and logistics management, including supporting global clients like Bolt at Teleperformance Nigeria. Proven track record at Qlink Group, Newedge, Teleperformance Nigeria, and Fastestcakes. Skilled in B2B sales, credit assessment, risk evaluation, lead generation, and CRM tools. Experienced in field sales and remote, outsourced environments. Seeking to leverage sales, credit, and customer service expertise to drive client success.

CORE COMPETENCIES

Consultative & Solution Selling | Credit Analysis & Risk Assessment | B2B & Retail Sales
Lead Generation & Pipeline Management | Product Knowledge & Demonstrations
Customer Support & Client Relations | CRM: Zendesk, Salesforce
KPI & Target Achievement | Negotiation & Objection Handling | Data Analysis & Reporting
Daily Cake Distribution & Delivery Coordination

PROFESSIONAL EXPERIENCE

Sales Executive

Qlink Group | Lagos, Nigeria | 2018–2022

- Sold Qlink motorcycles, scooters, and household appliances to retail customers, logistics companies, and fleet buyers.
- Developed expert product knowledge across 8+ Qlink models, including commuter bikes, dual-sport bikes, and automatic motorcycles.
- Conducted product demonstrations and test rides to match customers with the right solutions.
- Built and maintained B2B relationships with logistics and delivery companies for bulk orders.
- Consistently met and exceeded monthly sales targets through consultative selling and follow-up.

Credit Expert

Newedge | Lagos, Nigeria | 2023–January 2025

- Analyzed customer credit applications and financial documents to determine creditworthiness and risk levels.
- Managed loan and credit portfolios, monitored repayments, and ensured compliance with company credit policies.
- Collaborated with sales and collections teams to reduce delinquency and improve approval rates.
- Maintained accurate CRM records and generated reports on credit performance and portfolio health.
- Provided guidance to clients on credit products, repayment plans, and financial solutions.

Customer Support Representative

Teleperformance Nigeria | Lagos, Nigeria | 21/03/2025–20/07/2026 | Client: Bolt

- Provided customer support for Bolt via chat and phone.
- Managed a high volume of customer inquiries about trips, payments, driver issues, and account support.
- Maintained high customer satisfaction and first-contact resolution rates.
- Used Zendesk and Salesforce for accurate ticket logging, tracking, and resolution.
- Represented the Bolt brand professionally while adhering to client SOPs and quality standards.

Logistics Manager

Fastestcakes | Lagos, Nigeria | 21/07/2026–Present

- Coordinate daily distribution of cakes and order materials to customers across Lagos, ensuring freshness and on-time delivery.
- Use Spoke to assign trips to delivery riders and Google Maps to optimize routes, reducing delivery time and fuel costs.
- Conduct pre-dispatch quality inspections to verify cake orders, packaging, and quantities before dispatch.
- Manage in-house riders and third-party logistics partners for efficient last-mile delivery of perishable goods.
- Track delivery KPIs, customer feedback, and inventory to improve operational efficiency and customer satisfaction.

EDUCATION

BSc. Physics | Nasarawa State University, Keffi | 2009–2015

TOOLS & CERTIFICATIONS

CRM Platforms & Tools: Zendesk, Spoke, Salesforce, Microsoft Office Suite, Google Workspace
Training: Credit Analysis & Risk Management, Telesales, Customer Service, and Logistics