

Iorhidy Obed Saater

Revenue Operations | Contact Centre leadership

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| CAREER SUMMARY |

Detail-oriented Systems Specialist with expertise in Microsoft Dynamics, complemented by advanced skills in Microsoft Excel for data analysis and order management. Demonstrated ability to identify operational gaps and implement effective solutions through strong analytical and communication skills, fostering collaboration across diverse teams. Committed to enhancing customer experience while thriving in high-pressure environments to deliver precise order processing and data management.

Leading outbound sales teams with a focus on conversion rate growth, sales forecasting, and call quality assurance. Recruits, trains, and coach's large agent teams while setting weekly and monthly KPIs that improve productivity and shorten deal cycles. Strengthens client relationships, handles escalations, and turns call insights into clearer scripts, stronger compliance, and higher sales output.

| CUSTOM |

Microsoft Dynamics, , Pivot tables, VLOOKUP, data modeling, MaxAgent, Avaya Communicator, MS CRM, Eyebeam caller, Cash sales Telemarketing App, Excel, Word, PowerPoint, Data analysis, Presentation, Strong analytical and problem-solving skills

| SKILLS|

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|-----------------------------|-------------------------------------|----------------------------------|
| • Telesales Management | • Outbound sales strategy | • Customer service oversight |
| • Sales pipeline management | • Sales team leadership development | • Marketing strategies |
| • Sales planning | • Customer engagement strategies. | • Problem solving skills |
| • Sales objective setting | • Relationship Management | • Communication skills |
| • Sales target setting | • CRM technology | • Customer centric mindse |
| • Sales performance metrics | • Microsoft Excel | • Relationship management |
| | • Microsoft suite | • Customer engagement strategies |

| WORK EXPERIENCE RECORDS |

TELESALES MANAGER:

2025 TILL DATE

FEZOTECH NIGERIAN LIMITED**2 Vanni Close, off Acme Road, Ogba, Lagos State****Responsibilities:**

- Recruited, trained, and led a 65-member outbound sales team, resulting in a 40% increase in monthly team conversion rate.
- Launched an intensive training and onboarding program for Telesales agents, boosting overall team productivity by 25%.
- Established weekly and monthly KPIs, tracked campaign performance, and reported metrics to senior leadership, enhancing decision-making.
- Optimized team workflow and sales forecasting by leveraging on PK competition plan reducing average deal closure time by 15%.
- Set and prepared weekly and monthly department sales targets to align team focus and drive sales performance.
- Developed and executed strategic telemarketing initiatives, wrote effective sales scripts and prepared customer objection handlers.
- Monitored live and recorded calls for script adherence and policy compliance, ensuring high-quality customer interactions.
- Assisted with escalated customer complaints, maintained client relationships, and identified cross selling or upselling opportunities.
- Recruited, trained, and led a 65-member outbound sales team, resulting in a 40% increase in monthly team conversion rate.

TELESALES QA MANAGER:**2022-2025****FEZOTECH NIGERIAN LIMITED****2 Vanni Close, off Acme Road, Ogba, Lagos State****Responsibilities.**

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TELESALES TEAM LEADER:**2020-2022****FEZOTECH NIGERIAN LIMITED****2 Vanni Close, off Acme Road, Ogba, Lagos State**

- Led, coached, and mentored a team of 15 tele sales representatives to enhance conversion rates and revenue generation.
- Consistently met and surpassed sales targets by 20% upward each target cycle.
- Managed end-to-end sales pipelines, conducting performance reviews, and executing targeted training sessions.
- Developed and implemented strategic sales plans that expand a company's customer base and solidify its presence.
- Built and nurtured client relationships, identifying new market opportunities and successfully upselling cross-sell products.
- Trained my team members about the products and services of the company for upfront presentation to the customers.
- Recommended system and procedure improvements to boost productivity.

CUSTOMER SERVICE REPRESENTATIVE:**2019-2020****AFRICANS YOUNGS ENTREPRENEURS****16 Ademola Hopewell Street, Victoria Island, Lagos****Responsibilities**

Provided an outstanding level of service, and developed productive and trusting relationships with our customers.

- Established business relationships with clients by providing prompt and accurate service.
- Supported customers in queue to minimize wait times and deliver efficient service.
- Collaborated with online support team to address customer inquiries and achieve timely resolutions.
- Completed tasks to improve customer service to enhance customer satisfaction.
- Organized work schedule to optimize productivity to achieve departmental service level goals.
- Trained new associates and facilitated onboarding to ensure smooth integration into the team.

CUSTOMER SERVICE AGENT:**2016-2019****AVANTGARDE MANAGEMENT SERVICES****3, Kaffi street, Alausa Ikeja. Lagos.****Responsibilities:**

- Delivered exceptional customer service and support on inbound calls, ensuring customer satisfaction.
- Managed day-to-day customer orders and issue resolution through Customer Service work processes and systems.
- Handled routine inquiries and complaints from the public, accurately logging information into the CRM for effective follow-up.
- Effectively handled customer relationship management (CRM) Software.
- Consistently meet the performance benchmarks of 80% in all KPIs (Key Performance Indicators).
- Responded to life-threatening emergency calls, providing critical information to dispatchers and coordinating with first responders. on fire outbreaks, Accidents, Robbery, collapsed building, Fight, Riot and Facilitating critical rescue.
- Communicated vital information with government agencies during critical emergencies to facilitate timely responses.

| EDUCATIONAL QUALIFICATIONS |

- **BENUE STATE UNIVERSITY, MARKURDI, BENUE STATE, NIGERIA** 2010-2015
B.Sc. Chemistry

| IT SKILLS |

- **TELEPHONY AND CRM TECHNOLOGY**
(MaxAgent), Avaya Communicator, MS CRM, Eyebeam caller.
- **MICROSOFT SUITE PROFICIENCY**
Proficiency in Excel, Word, PowerPoint, Microsoft Dynamics, , Pivot tables, VLOOKUP, data modeling, MaxAgent, Avaya Communicator, MS CRM, Eyebeam caller, Cash sales Telemarketing App, Excel.

| HONOR AND AWARDS |

Issued by Emtill Solutions Nigeria Limited · Dec 2022.
Certificate of Achievement

- Best Outstanding Performance, Exemplary Service and Dedication.

Issued by Fezotech Nigerian Limited · July 2026.
Certificate of Achievement

- Excellence in Management Award (Fezotech Nigeria Limited 2022)

- **BENSON GBOYEGA OLU**

HR &Business Partner Oasis , Nigerian Limited

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