

OKPALUBA CHISOM BLESSING

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PROFESSIONAL SUMMARY

Sales and business development professional with 5+ years of experience in real estate sales, client relationship management and customer service. Experienced in identifying sales opportunities, qualifying leads, building client relationships, handling objections, negotiating and closing deals. Proven ability to convert both company generated and personally sourced leads into clients while consistently working toward sales targets. Strong communicator who works independently, builds relationships quickly and understands customer needs.

CORE SKILLS

Sales and Business Development • Lead Generation and Qualification • Lead Conversion and Follow Up • Deal Closing and Negotiation • Client Acquisition and Retention • Customer Relationship Management • Sales Strategy and Execution • Relationship Building • Market and Competitor Research • Objection Handling • Client Communication • CRM and Customer Data Management • Pipeline Management • Problem Solving • Independent Work • Digital and Computer Literacy

PROFESSIONAL EXPERIENCE

SALES MANAGER

Veritasi Homes, Nigeria | April 2025 to August 2026

- Managed the conversion and closing of real estate leads generated by company marketers.
- Followed up with prospective clients, identified their needs, addressed concerns and guided them through the sales process.
- Closed deals from both company generated and personally sourced leads.
- Built and maintained relationships with prospective and existing clients throughout the sales process.
- Worked closely with marketers to assess incoming leads and move qualified prospects toward conversion.
- Used negotiation and objection handling skills to move prospects toward successful transactions.
- Independently sourced and developed personal leads to create additional sales opportunities.

SALES REPRESENTATIVE

Brit Properties Nigeria Limited, Lagos | January 2024 to February 2025

- Identified and engaged prospective clients, converted leads, closed property deals and maintained long term client relationships.
- Recommended suitable properties and services based on individual client needs and preferences.
- Implemented sales strategies to support lead conversion and overall sales performance.
- Monitored competitor activity and market trends to identify opportunities and support sales activities.

Key Achievements

- Consistently surpassed monthly sales targets.
- Converted 35% of cold leads into active inquiries.
- Acquired and retained high value clients.
- Increased successful property showings by 40%.
- Contributed to improved market presence and sales performance.
- Enhanced customer satisfaction and client retention.

CUSTOMER SERVICE REPRESENTATIVE

Lifecard International Investment Ltd, Lekki, Lagos | February 2022 to November 2023

- Managed a high volume of customer calls, emails and messages while providing accurate information and timely assistance.

- Built and maintained strong client relationships through responsive and professional communication.
- Documented customer interactions and escalated complex issues appropriately.
- Supported customers throughout their inquiries and worked toward effective resolution of complaints.

Key Achievements

- Improved client satisfaction by 25% within six months.
- Resolved 80% of customer issues on first contact, reducing complaint escalations by 20%.
- Maintained over 80% positive feedback across customer reviews and satisfaction surveys.
- Improved CRM data accuracy to 98%, supporting effective follow ups and sales alignment.
- Resolved 75% of client issues within 24 hours.

CUSTOMER CARE REPRESENTATIVE

Germaine Health Care, Lekki, Lagos | March 2021 to January 2022

- Responded to customer and patient inquiries and complaints efficiently.
- Provided timely and accurate support based on customer needs.
- Maintained detailed records of customer service interactions.
- Communicated professionally with customers while ensuring their concerns were properly addressed.

LABORATORY SCIENTIST INTERN

Germaine Health Care, Lekki, Lagos | 2019

- Conducted laboratory tests and operated laboratory equipment.
- Prepared reports and maintained accurate records.
- Followed safety and quality assurance procedures.
- Managed inventory and contributed medical content to journals.

EDUCATION

B.Sc. Microbiology | Anambra State University, Uli Campus | February 2021

Senior School Certificate (SSCE) | FGGC Ibusa, Delta State | September 2016

REMOTE WORK STRENGTHS

Strong verbal and written communication • Sales and negotiation • Independent work • Client relationship management
 • Lead follow up • Problem solving • Adaptability to digital work environments • Time management