

Aidenagbon Loveth

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SUMMARY

Customer-focused and results-driven professional with experience in customer relationship management, debt recovery, sales support and client engagement within the financial services and retail sectors. Adept at building trust, identifying customer needs, negotiating practical solutions, and maintaining positive customer relationships. Strong communication, interpersonal and sales skills with the ability to work independently, collaborate effectively within a team, and contribute to achieving organizational goals. Highly adaptable, self-motivated, and committed to delivering exceptional customer experiences while driving business growth.

EXPERIENCE

Sales representative · Mowani's Boutique, Ikoyi, Lagos state, Nigeria

Jul 2026 - Sep 2026

Key responsibilities

- Assisted customers in selecting suitable clothing and provided professional product recommendations based on their needs and preferences.
- Attended to customer enquirers and explained product details, sizes, colors, prices and styling options.
- Supported daily sales activities and provided friendly, professional customer service.
- Arranged and displayed clothing items neatly to improve product visibility and presentation.
- Assisted with stock organization and monitored availability items to support smooth daily operations.
- Promoted boutique products through social media content and supported online customer engagement.
- Maintained professional communication with customers and handled requests promptly and respectfully.

Key contributions

- Contributed to customer engagement and sales activities through attentive service and effective product recommendations.
- Supported product promotion through organized display and social media content.
- Helped maintain an organized sales environment and supported the smooth day-to-day operation of the boutique.

Key responsibilities

- Managed daily communication with customers through outbound calls to remind them of upcoming and overdue loan repayments.
- Built and maintained professional relationships with customers while encouraging timely loan repayments through effective communication and negotiation.
- Assisted customers in understanding loan repayment schedules, account balances, and available repayment options.
- Negotiated suitable repayment arrangements for customers experiencing financial difficulties while ensuring compliance with company policies.
- Resolved customer enquiries and complaints promptly while maintaining a high standard of professionalism.
- Maintained accurate and confidential records of customer interactions, payment commitments, and account updates.
- Collaborated with supervisors and colleagues to achieve daily, weekly, and monthly collection targets.
- Followed up consistently on overdue accounts, contributing to improved loan recovery performance.
- Ensured compliance with company policies and ethical debt recovery practices.
- Demonstrated resilience, patience, and professionalism when handling difficult conversations and customer objections.

KEY CONTRIBUTIONS

- Contributed to achieving team loan recovery goals through consistent customer follow-up and effective communication.
- Built positive customer relationships while maintaining professionalism during sensitive financial discussions.
- Supported efficient record management by ensuring customer information and repayment activities were accurately documented.

Sales Assistant (Family Retail Business) · Sango Ota, Ogun State

Part-Time

Key responsibilities

- Assisted customers with product enquiries and purchases while providing friendly and professional service.
- Built strong customer relationships that encouraged repeat patronage.
- Processed cash transactions accurately and maintained daily sales records.
- Arranged and restocked merchandise to ensure products were well displayed and easily accessible.
- Monitored inventory levels and informed management when stock replenishment was required.
- Assisted in receiving, organizing, and storing new stock deliveries.
- Maintained a clean, organized, and welcoming shopping environment.
- Promoted products and recommended suitable items based on customer needs.
- Supported the day-to-day operations of the business to ensure efficient service delivery.

EDUCATION**, Community health extension worker** · Ladden Heart Succor College of Health Technology

2022 - 2025

SKILLS

Communication Skills, Customer Service, Customer Relationship Management, Problem-solving, Relationship Building, Negotiation and persuasion, Sales and Business Development

CERTIFICATION

