

CALLISTUS EKEUGO

B.A.

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CUSTOMER SERVICE | BUSINESS ANALYSIS

CORE COMPETENCIES

- ❖ Customer Relationship Mgt
- ❖ Business Analysis
- ❖ User Acceptance Testing
- ❖ Issue Resolution
- ❖ Data Analysis
- ❖ Account Management
- ❖ Business Development
- ❖ Microsoft Office Suite
- ❖ Requirements Analysis
- ❖ Risk management
- ❖ CRM Tools
- ❖ Customer Segmentation
- ❖ KPI Tracking
- ❖ Sales Management
- ❖ Stakeholder Engagement
- ❖ Google Workspace
- ❖ LiveChat
- ❖ ROI Analysis
- ❖ Financial Reporting

EDUCATION

Bachelor of Arts

International Relations and History
Abia State University, Uturu, Abia
State, Nigeria
<https://abiastateuniversity.edu.ng/>
2012.

SOFT SKILLS

- Change Management
- Emotional Intelligence
- Team Leadership skills
- Communication
- Interpersonal Skills
- Organisational & Planning
- Team Management
- Multitasking skills
- Decision Making
- Problem Solving
- Adaptability, Flexibility
- Analytical and Creativity
- Collaboration, Time Management

CAREER SUMMARY

- ❖ 8 years+ of progressive experience in client relationship management, sales strategy, business development, project management and data-driven decision-making with knowledge of business analysis, agile methodologies, and Power BI. Proven ability to analyze customer insights, optimize workflows, and enhance service efficiency, leading to increased retention and revenue growth. Currently undergoing Business Analysis training to leverage analytical skills for process improvement and data interpretation. Proficient at utilising CRM tools, market research, and performance tracking to drive informed business decisions.

PROFESSIONAL EXPERIENCE

Business Development Manager

Jul 2023 – Date.

BluDive Technologies Limited

- Identified new leads, increasing client acquisition by 22% in months.
- Negotiated contracts, securing partnerships worth \$20K in total deals.
- Managed client relationships, boosting repeat business by 30% annually.
- Conducted research, improving sales strategy and customer engagement.
- Tracked CRM data and created strategies that enhanced customer retention.
- Presented insights, shaping strategies and improving business opportunities.
- Developed sales reports, influencing executive decisions and revenue growth.
- Collaborated cross-functionally, optimizing workflows and reducing service delays.

Business Development Manager

Nov 2019 – Jul 2023.

ESN Petroleum Services Limited

- Optimized CRM usage, improving response time and service efficiency.
- Automated lead tracking, increasing conversion rates by 11% annually.
- Aligned teams, enhancing collaboration and improving service processes.
- Managed onboarding, significantly reducing customer churn rate by 13%.
- Built relationships, increasing customer retention and satisfaction by 18%.
- Developed proposals, securing high-value deals and long-term partnerships.
- Conducted competitive analysis, refining market approach & driving revenue.

Contact Center Team Member

Jun 2016 – Jul 2019.

Access Bank Plc

- Analyzed complaints data, reducing service failures by 10% yearly.
- Collected feedback, enhancing service strategies and user experience.
- Trained new hires, improving productivity and onboarding efficiency.
- Upsold product and services, increasing cross-sell success by 24% monthly.
- Resolved 85% of customer inquiries, improving satisfaction & response time.
- Managed inbound calls, ensuring prompt issue resolution and client support.
- Documented customer interactions, improving CRM tracking & data accuracy.

CERTIFICATIONS

- Business Analysis Training In view.