




SAMSON OLAOKE

PROFESSIONAL SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with leads and exceed sales quotas. Reliable and driven with strong time management and prioritization abilities.

Experienced customer relationship manager with over 8 years of experience in sales and dealing with leads. Excellent reputation for resolving problems and improving customer satisfaction.

CONTACT

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SKILLS

- Strategy development
- Online channel development
- Market research
- CRM management
- Complex negotiations
- Internet and e-mail marketing
- Retail marketing
- Relationship management
- Market and competitive analysis
- Brand-building strategies
- Sales goal attainment
- Sales training
- Microsoft Excel Sheet
- Coaching
- Digital Marketing

WORK HISTORY

Online Customer Service/Business Development Manager
TINKTEQ, Toronto, Canada.

2023-

- Maintaining and developing relationships with current and potential clients
- Contacting and meeting with potential clients to present new Tech/ICT and services.
- Researching the market and identifying new opportunities for business expansion.
- Developing and implementing sales strategies and campaigns
- Engaging with internal and external contacts and stakeholders
- Prospect for potential clients and convert them into increased business opportunities
- Present services to improve existing relationships
- Engage internal and external contacts
- Recognize opportunities for distribution channels, services, and campaigns that will result in sales
- Forecast sales objectives and ensure they are fulfilled by the business development team
- Submit and ensure data is accurate on weekly progress reports
- Attend industry functions, including conferences and association events, and contribute information and feedback on upcoming market trends
- Updating CRM and Hubspot on daily basis
- Chat leads via live Zoho Application on service inquiries

Online Customer Representative/Business Development Officer

Max-Migold Facility Management Company, Lagos, Nigeria **2021-2023**

- Managing customer calls and appointments effectively for new opportunities.
- Participating in industry forums, client discussions, and conferences as a representative of the organization.
- Explaining to prospective clients about the advantages of the products/services offered and follow up with them in order to close the business deals.
- Responding to the client queries regarding the product/services in a timely fashion.

- Meeting with potential investors to present company offerings and negotiate business deals.
- Escalating customer issues
- Providing general customer support
- Updating customer records, Comments and complaints
- Maintaining a positive, empathetic and professional attitude towards customers at all times
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints
- Boosting sales revenue by skilfully promoting diverse options.
- Liaising with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Establishing membership loyalty, executing flawless customer retail account management to achieve goals and growth of the company and client retention.

Business Development Officer/Online Sales Representative 12/2016 - 2021
UNATEUS - MOSCOW, RUSSIA

- Conducting market research to identify new business opportunities.
- Developing and sustaining solid relationships with company stakeholders and customers.
- Analyzing customer feedback data to determine whether customers are satisfied with company products and services.
- Recruiting, training, and guiding business development staff.
- Providing insight into product development and competitive positioning.
- Analyzing financial data and developing effective strategies to reduce business costs and increase company profits.
- Answering customer questions
- Escalating customer issues
- Providing general customer support
- Updating customer records, Comments and complaints
- Maintaining a positive, empathetic and professional attitude towards customers at all times
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints
- Boosting sales revenue by skilfully promoting diverse options.
- Liaising with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Establishing membership loyalty, executing flawless customer retail account management to achieve goals and growth of the company and client retention.
- Fetching opportunities to up-sell and add-on additional merchandise.
- Encapsulating brand identity throughout customer liaison activities in order to build and promote awareness.
- Performing in-depth research to answer more complex questions.
- Updating CRM on daily basis
- Assisting customers with alteration appointments, special order requests and arranging merchandise pick-ups at alternative locations.
- Managing quality communication, customer support and product representation for each lead.
- Consistently achieving targets by managing customer expectations with phenomenal care and attention.
- Communicating with vendors regarding back order availability, future inventory and special orders.
- Enlightening customers, creating awareness, interest and sales.
- Assisting customers by answering questions and solving problems.

- Suggesting new product options to customers and improving retention by 95%.
- Expressing appreciation for patronage, inviting and encouraging customer return visits.
- Resolving customer issues using strong interpersonal skills and conflict resolution techniques.

Head Customer Service Representative/BDO

12/2016 - 12/2018

MUSAL Enterprise - ABUJA, Nigeria

- Supervised the client relationship management database and utilize it to manage customer contacts and mailing lists.
- Hired, trained and guided the marketing and business development associates.
- Developed business and marketing plans in coordination with Managing Director to achieve revenue goals.
- Assisted in company's branding and media communication activities such as press releases, advertisements, marketing collaterals, and web site.
- Analyzed the current and past budgets, expenses, saddles, revenues and product deficiencies in order to provide recommendations for business growth and problem resolution.
- Provided general customer support
- Updated customer records, Comments and complaints
- Maintained a positive, empathetic and professional attitude towards customers at all times
- Communicated with customers through various channels
- Acknowledged and resolving customer complaints
- Boost sales revenue by skilfully promoting diverse options.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Established membership loyalty, executing flawless customer retail account management to achieve goals and growth of the company and client retention.
- fetched opportunities to up-sell and add-on additional merchandise.
- Encapsulated brand identity throughout customer liaison activities in order to build and promote awareness.
- Performed in-depth research to answer more complex questions.
- Updated CRM on daily basis
- Assisted customers with alteration appointments, special order requests and arranging merchandise pick-ups at alternative locations.
- Managed quality communication, customer support and product representation for each lead.
- Consistently achieving targets by managing customer expectations with phenomenal care and attention.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Enlightened customers, creating awareness, interest and sales.
- Assisted customers by answering questions and solving problems.
- Suggested new product options to customers, requesting service cancellations, improving retention by 95%.
- Expressed appreciation for patronage, inviting and encouraging customer return visits.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.

Customer Service Representative

01/2013 - 12/2016

Saipem Contracting Nigeria Limited - LAGOS, NIGERIA

- Dealing with enquiries from the public, the press, and related organisations
 - Providing clients with information about new promotional opportunities
 - Analysing media campaign
 - Maintaining a positive, empathetic and professional attitude towards customers at all times
 - Communicating with customers through various channels
 - Acknowledging and resolving customer complaints
- Answering customer telephone calls promptly to improve on-hold wait times.
- Managing quality communication, customer support and product representation for each client.

EDUCATION

Diploma of Higher Education: Branding, 08/2020

University of Philanthropy - Delaware, USA

NVQ Level 1: English as a First Language, 2019

Cambridge University - United Kingdom

Bachelor of Arts: Mass Communication, 11/2012

Tai Solarin University of Education - Ogun State, Nigeria

- Completed professional development in communication skills