

# Nnamdi Ololo

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## PROFESSIONAL SUMMARY

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Versatile and results-driven professional with proven expertise in Customer Support Leadership, Sales Marketing, Data Analysis, Community Social Media Management, Web Design, and Operations Management. Adept at driving customer satisfaction, optimizing processes, leveraging data for strategic decision-making, and building digital strategies that enhance engagement and revenue. Skilled in AI writing, project coordination, and fulfillment operations with a strong track record of delivering measurable results.

## SKILL

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- **Customer Support & CRM Tools:** Microsoft Office, Freshdesk, Slack, HubSpot, Zoho, Trello, ClickUp, Google workspace, PowerBi, Brevo.
- **Sales & Digital Marketing:** Leads generation, B2B/B2C engagement, customer feedback loops, loyalty strategies.
- **Communication & Collaboration:** Strong team player, excellent client-facing skills.
- **Problem Solving:** Conflict resolution, performance optimization, data-informed decisions.
- **Process Optimization Operations Management:** online E-commerce sales optimization, upselling, marketing coordination.
- **Data Analysis & Reporting:** (Excel, SQL, Power BI)
- **Order Fulfillment Inventory Control**
- **Community Management Social Media Strategy**
- **Web Design:** (WordPress, HTML, CSS, Firebase)
- **AI Writing Content Creation**

## Education

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- **Imo State University, Owerri.** Dept. of Statistics Sept –2020
  - Bachelor Of Science
- **Dataleum,** Data Analyst Dec –2022
  - Data Analytics Certificate

## Experience

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### **Tendo Technology Nigeria Limited** , Customer Support Lead

Lagos, Nigeria

- Led customer support team to achieve 95% resolution rate and improve CSAT scores by 20% using tools like Freshdesk, Zendesk, zoho, whatsapp Business.
- Implemented a feedback loop that boosted customer satisfaction by 15% within 6 months.
- Upsold products & services through personalized engagement, contributing to a 10% increase in loyalty program enrollment.
- Implemented response time reduction strategies, cutting average response time by 30
- Handled crisis situations, achieving over 90% customer retention post-resolution.
- Developed and monitored KPI dashboards for performance tracking.

### **Duke Soko Technologies Nigeria Limited**, Marketing and Sales Associate

Lagos, Nigeria

- Generated 20% increase in sales through targeted campaigns and CRM optimization.
- Managed B2B partnerships and digital campaigns, boosting engagement by 30%.
- Used HubSpot and Google Sheets for tracking leads, customer segmentation, and email marketing campaigns.

### **Remote**, Community Manager Social Media Manager

Lagos, Nigeria

- Created content calendars, ran social media campaigns, and monitored analytics using tools like Canva, Buffer, and Meta Business Suite.
- Managed and grew online communities across Instagram, Facebook, Twitter, and WhatsApp, increasing engagement by 40
- Hosted and moderated virtual events and live Q & A sessions to build brand loyalty.

### **Remote - Mindrift**, AI Tutor: Writer

Lagos, Nigeria

- Created and refined AI model training content to ensure ethical and accurate outcomes
- Enhanced AI applications by crafting, editing, and evaluating prompts for reliability and functionality.

#### **Remote, Data Analyst**

Lagos, Nigeria

- Analyzed customer behavior and sales patterns using Excel, Power BI, and SQL, providing actionable insights for marketing and inventory planning.
- Designed remote-friendly dashboards and reports shared across Google Drive and internal comms.
- Collaborated with cross-functional teams through Slack, Trello and Zoom.

#### **Discount Mall NG:, Operations Manager / Fulfillment Officer**

Lagos, Nigeria

- Coordinated remote teams for order fulfillment and supplier communication.
- Managed Google Sheets-based inventory systems, reducing stock issues by 25%
- Streamlined workflow using cloud tools like Google Drive, Asana, and Zoom.

## **Awards and Recognition**

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**Excellent Award:** Outstanding performance towards the growth of the Society of St. Vincent De Paul, St. Joseph Catholic Chaplaincy, Imo State, Owerri.

**Award of Excellence:** Best graduating student, GreenValue Computer College.

## **CERTIFICATIONS**

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**Certifications of Completion:** Data Analysis

**Certifications of Completion:** ClickUp University

## **KEY ACHIEVEMENTS**

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Customer Satisfaction Boosted customer satisfaction by 15% through implementing a new feedback loop at Tendo Nigeria.

Generated 20% increase in sales through targeted campaigns and CRM optimization.

Designed reports that enhanced stakeholder insights business intelligence.