

ABIMBOLA TOLULOPE OLAOYE

OBJECTIVE

A highly dedicated, motivated and hardworking individual with excellent interpersonal skills and the ability to communicate concisely at all levels, part of a successful and productive team, proven through experience and involvement in consumer goods and retail organizations. Relates well to clients, customers and colleagues. A good problem solver who enjoys helping people as much as possible, with excellent customer service delivery, both face to face, telephone, social media, live chats and emails. Result-driven individual with great decision making ability, attention to detail, excellent analytical and thinking ability, basic computer knowledge and also excellent teamwork skills which makes me excellent in working with others to achieve a certain objective on time with excellence.

SKILLS & ABILITIES

- Excellent customer service
- Proven track record in meeting and exceeding customer specific SLA's coupled with solid problem-solving skills.
- Excellent usage of Applications to keep track of customers, accounts, and product deliveries.
- Strong Communication skills achieved through verbal, written and listening communication skills with customers via social media, face to face interaction, phone calls, emails and live chats.
- Demonstrated experience in Microsoft applications: Word, PowerPoint, Outlook and Excel.
- Sales optimization skills achieved through engagement in programs, and work towards driving profitable growth in revenue and customer retention. Achieved key account management for prime, new and returning customers.
- Leadership Skills developed through experience as Team Lead in roles and through extensive training
- Time Management
- Multi-tasking
- Problem Solving Skills
- Team work and excellent work ethics
- Critical thinking
- Decision Making
- Analytical and Logical Reasoning
- Leadership and management
- Client service/satisfaction

EXPERIENCE

- AL AYADI AL MWTHOOQA FACILITIES MANAGEMENT SERVICES
- FEBRUARY 2020 TILL DATE
- JOB DESCRIPTION: **MARKETING SPECIALIST ROLE**
- Employment: Part time

- Prospect new potential clients and maintain existing customers relationship within the commercial FM industry
- Generate project/business opportunities and RFP's through customer contact to meet company's business plans and growth strategies.
- Maintain Customer - Client Relationship via Email, telesales engagement
- Drive the sales process from inquiry/RFP coordination through "Closing the Deal"
- Collaborate with the Senior Management to prepare and implement the company's Marketing and Business Development Plan and strategy for meeting business goals
- Assist with meeting Coordination and Correspondences

HEAD OF SALES, XYZ GLOBAL INVESTMENT & PROPERTY COMPANY LTD

➤ FEBRUARY 2012– OCTOBER 2019

➤ RESPONSIBILITIES

- Working with Marketing and existing clients to develop a robust framework
- Managing and scaling the sales function for the purposes of driving sales
- Developing a sales pipeline forecasting and reporting framework
- Own or drive all work streams associated with selling products—pricing, promotion, forecasting, in-stock, retail sell-in, etc
- Show strategic sales thinking in choreographing deal to closure
- Experiencing driving business results in an cross functional, leadership role
- Work with the on-site teams to develop better selling tools
- Manage a team of six account manager's / business development managers at different seniority levels, in managing the pipeline
- Manage projects by working with cross functional teams, lead, develop and prioritize proposals and sell-in strategies
- Work closely with the Managing Director, assisting in the development of business strategies
- Lead with a Work Smarter attitude – develop simplification projects and continually improve operational and financial processes
- Develop global network – strong working relationship with key stakeholders in global
- Develop and execute strategy to ensure growth and achievement of key accounts and revenue objectives.

COURSES & WORKSHOPS ATTENDED

- "What is Compliance?" – University of Pennsylvania in conjunction with Coursera (2020)
- "Transnational Arbitration. Issues in emerging Markets: A focus on Nigeria with focus on Oil & Gas, Trade, Commodities and Shipping, Construction, Banking/Financial Institutions" – Clyde & Co/Aluko & Olubode in conjunction with Chartered Institute of Arbitrators and Maritime Arbitrators Association of Nigeria (2011)

EDUCATION

NIGERIA LAW SCHOOL, ENUGU

OCTOBER 2008 – AUGUST 2009

- B.L 2nd Class, Upper Division
- Got called to the Nigerian Bar.

ADEKUNLE AJASIN UNIVERSITY, ONDO

OCTOBER 2002 – DECEMBER 2007

- Bachelor's Degree in Law (LL.B)
- Second Class, Upper Division

REFERENCES

➤ VICTOR UDEH

Udeh & Associate

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