Irvan Olufemi OLABODE

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Professional Summary

Results-driven Sales and Operations Manager with over 20 years of experience in customer relationship management, B2B/B2C sales, real estate operations, and retail management. Proven track record of increasing revenue, retaining customers, and improving profit margins across manufacturing, telecom, insurance, and real estate sectors. Skilled in telemarketing, team training, bookkeeping, and inventory management systems (First Mag, Sun Systems). Seeks to leverage strategic client acquisition and operational efficiency expertise in a growth-oriented organization.

Core Competencies

B2B & B2C Sales Strategy
Customer Retention & Relationship Management
Telemarketing & Client Acquisition
Revenue Growth & Margin Improvement
Team Training & Administrative Leadership
Inventory Management (First Mag, Sun Systems)
Real Estate Operations & General Management

Work Experience

Ground Running | Lagos
Position - Sales Manager | 2023 till date
Spearheaded the luxury cinema and smart home automation division, successfully closing $1M+ in sales in under three years. Streamlined vendor negotiations and installation workflows, reducing average project lead time by 20%. Cultivated repeat business and referrals by maintaining a 95% client satisfaction rating, including custom-programming control systems and troubleshooting complex AV-over-IP networks for multi-zone, high-bandwidth home environments.

PIRNAR Aluminium Entrance Doors | Lagos
Position - Sales Manager
Sold premium luxury doors, Fingerprint Doors with Retina, Scratch and Bulletproof Doors to developers in Nigeria, supervised installations and handled training of staff with regards to sales and social media marketing.

Zenith General Insurance | **Lagos**
Sales Executive | Oct 2019 – 2020

Generated new business leads and converted prospects into policyholders. Maintained strong client relationships to ensure policy renewals and upsells.

Silverback Tech | Ikeja, Lagos
Manager – Online Sales | May 2018 – Sep 2019

Oversaw online sales operations, driving revenue growth through digital channels.
Managed sales team and implemented customer engagement strategies.

Albesure Nigeria Ltd | Lekki, Lagos
General Manager – Real Estate | Jan 2015 – Mar 2017

Led real estate operations, including client development, property transactions, and revenue target achievement.
Improved sales margins and maintained high-value client relationships.

Ebet Ventures (Vono Products) | Lagos
Manager | 2014 – 2015

Drove sales growth and margin improvement for Vono product lines.
Developed new client accounts while maintaining existing partnerships.

Ed Images Nigeria | Surulere, Lagos
Marketing Executive | Oct 2013 – Jan 2014

Acquired new clients and retained existing ones to meet sales targets.

Woodin (Ghana) | Ghana
Manager | Jul 2013 – Sep 2013

Completed 1-month intensive training in product knowledge, bookkeeping, cash register operations, and inter-branch transfers (IBI).
Managed retail shop operations using First Mag and Sun Systems applications.

VMobile Nigeria Ltd (Now Airtel) | Iganmu, Lagos
Customer Care & Telemarketing Specialist | 2006 – 2013

Resolved customer queries while driving sales through telemarketing.
Performed administrative duties and trained new team members.

YCN Solid Mineral | Oregun, Lagos
Customer Care Personnel | 2005 – 2006

Handled customer inquiries, resolved complaints, and enhanced product understanding.

Presidential Tailors Ltd | Lagos
Marketing Executive | 2004 – 2005

Developed new clients and retained existing ones while meeting sales targets.

Ocean Five Industries Ltd | Lagos
Sales Executive | 2003 – 2004

Focused on new client development and maintenance of existing accounts.

National Youth Service Corps (NYSC) | Command and Staff College Jaji, Kaduna – Medical Center
Corps Member | 2001 – 2002

Education

B.Sc. Biochemistry
Enugu State University of Science and Technology | 1999

Certifications & Training

Product Knowledge, Bookkeeping, Cash Register Operations, IBI Transfers, First Mag & Sun Systems – Woodin (Ghana) | 2013

Technical Skills

CRM Systems
First Mag & Sun Systems (Inventory & Retail Mgmt)
MS Office Suite
Telemarketing Platforms

Hobbies

Reading | Cooking | Traveling | Listening to Music

References

Available upon request