AJAYI ISAAC TAIWO

CUSTOMER SERVICE REPRESENTATIVE | CALL REPRESENTATIVE | SALES CLOSER

Magboro, Ogun State, Nigeria | 08068710361 | ajayitt37@gmail.com

PROFESSIONAL PROFILE

Customer service and sales professional with over 3 years of experience in customer relations, telemarketing, outbound sales and client support. Experienced in generating leads, processing orders, handling customer complaints and converting prospects into customers. Comfortable using Microsoft Excel and Google Sheets to maintain records, manage spreadsheets and prepare daily activity reports.

WORK EXPERIENCE

CALL REPRESENTATIVE & SALES CLOSER | *May 2026 – Present*

Tronix 360 Innovation | Ikeja, Lagos

- Make outbound calls to promote company products and services.
- Convert prospects into customers, follow up leads and handle sales objections.
- Maintain sales spreadsheets and prepare daily activity reports.

CUSTOMER SERVICE / CALL REPRESENTATIVE | *February 2025 – April 2026*

Khomax Wellness Nig. Ltd | Osogbo, Osun State

- Handle customer calls, enquiries and requests for product information.
- Process customer orders, explain product details and respond to complaints.
- Follow up with customers to support service satisfaction and retention.

VAN SALES REPRESENTATIVE | *April 2024 – January 2025*

Cadbury Nigeria Plc | Ikeja, Lagos State

- Promoted and sold products to retailers and other customers.
- Managed customer orders and supported product distribution.
- Built customer relationships and worked towards sales targets.

TELEMARKETING OFFICER | *August 2023 – March 2024*

Venmac Resources Limited | Remote

- Made outbound calls, generated sales leads and followed up prospective customers.
- Maintained call records and supported customer engagement.

EDUCATION

Federal University of Technology, Minna | B.Tech Chemistry, 2024

TRAINING & CERTIFICATIONS

NYSC – 2025 • Customer Service & Relationship Management – 2025 • IT / Network Support Training – 2026 • Publishing & Computer Operations

KEY SKILLS

Customer Service • Sales & Negotiation • Sales Closing • Telemarketing • Lead Generation • Customer Retention • Complaint Resolution • Order Management • Daily Sales Reporting

DIGITAL SKILLS

Microsoft Excel • Google Sheets • Microsoft Word • Spreadsheet Management • Data Entry & Reporting

REFERENCES AVAILABLE UPON REQUEST