CHISOM OKOLI

Sales Executive | Outbound Sales | Client Engagement.
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PROFESSIONAL SUMMARY

Economics graduate with experience in retail and B2B sales, customer engagement, and business operations. Highly articulate and confident communicator. Experienced in B2B sales and customer engagement, with a proven ability to identify genuine business needs, customer needs, presenting product benefits, negotiating deals, converting enquiries into sales, and building lasting customer relationships. A coachable professional committed to high-volume outbound calling, CRM management and achieving activity standard.

CORE COMPETENCIES

- **Sales & Business Development:** B2B Sales & Client Acquisition, Outbound Sales & Lead Generation, Lead Qualification & Prospecting, Needs Identification & Discovery, Objection Handling & Negotiation, Sales Conversion & Relationship Building
- **Communication & Client Engagement:** Professional Verbal Communication, Active Listening & Questioning, Telephone Communication, Client Engagement & Follow-Up, Product Presentation & Value Proposition, Stakeholder Relationship Management
- **Sales Operations & Professional Skills:** Customer Relationship Management (CRM), Sales Reporting & Record-Keeping, KPI Monitoring & Target Achievement, Attention to Detail, Adaptability & Coachability, Time Management & Resilience
- **Technical Skills: Tools:** Microsoft Excel, Word and PowerPoint, Google Workspace, QuickBooks, Slack

PROFESSIONAL EXPERIENCE

Freelance Data Analyst | Financial & Business Analytics
Logistics Startup (Remote) ***January 2026 – November2026***

- Engineered data pipelines that cut manual report preparation time, ensuring faster delivery of critical business insights
- Translated complex technical datasets into actionable executive summaries, improving departmental budget efficiency
- Implemented rigorous validation protocols that minimized data entry errors, ensuring executive reports are consistently reliable
- Identified and eliminated operational bottlenecks to drive an increase in daily transaction processing capacity.

Data and Operations Analyst
Aprotel Solar Energy Company | Yenagoa, Bayelsa State
March 2025 – December 2025

- Managed equipment stock levels using a tracking system that reduced supply shortage
- Automated the tracking project expenses, saving the team time previously spent on manual paperwork
- Organized operational records to make sure all projects met industry safety and quality standard
- Studied projects costs to find better ways to price installations, helping increase overall profit margins
- Delivered clear monthly performance reports that guided management on resources allocation and project focus

Inventory Management Assistant
Simons Electrical Nigeria Limited |Ibadan, Oyo state
January 2024 –December 2025

- Conducted regular stock counts and reconciled physical inventory against recorded quantities.
- Monitored stock availability and identified low-stock items to support timely replenishment.
- Tracked fast-moving and slow-moving products to support inventory planning and purchasing decisions.
- Maintained organised inventory databases and updated stock records using Microsoft Excel.
- Prepared periodic inventory reports to support operational planning and decision-making.

Sales Executive
S.T Plumbing Supplies Store| Ibadan, Oyo state ***March 2020 – January 2022***

- Managed end-to-end sales interactions for both B2B contractors and B2C retail customers, consistently meeting daily sales targets
- Provided expert recommendations on plumbing fixtures and materials, helping customers select the best solutions for their specific project needs
- Built and maintained strong professional relationship with B2B clients, encouraging repeat business and supporting consistent order fulfilment
- Ensured precision in financial record-keeping, reconciling daily sales receipts against physical stock to maintain inventory integrity

LEADERSHIP EXPERIENCE

Vice President, Financial Literacy CDS Group (NYSC) | 2025

- Led a team of 10+ members and external stakeholders to plan and execute educational programs, ensuring all objectives were met
- Expanded program reach by 20% compared to previous cohorts by optimizing outreach strategies and leveraging social media and community networks
- Directed the end-to-end planning and execution of all initiative consistently meeting 100% of project deadlines

PROJECTS

Customer Churn Analytics | Python (Pandas, Matplotlib) | GitHub

- Analysed customer subscription and behavioral data to identify patterns associated with customer attrition.
- Conducted exploratory data analysis and customer segmentation, identifying high-risk groups based on age, subscription type and visit frequency.
- Piloted the transition from monthly to annual membership by designing targeted incentive programs, directly stabilizing revenue and curbing subscription drop-offs

NovaPay Default Risk Analysis | Python (Pandas, NumPy, Matplotlib, Scikit-learn) | GitHub

- Built a central database by connecting five separate data sources, using automated tools to male complex risk analysis faster and accurate
- Developed a new risk-reductio strategy by identifying that manually approved loans had a 26.8% default rate, directing informing policy changes to protect the company's finances before funding goes round
- Designed a structured analytical framework to test four core business questions: default drivers, override impacts, credit scoring reliability, and collections channel effectiveness
- Investigated the impact of manual loan overrides, identifying a 26.8% default rate among manually approved loans and highlighting potential weaknesses in lending controls.

CERTIFICATIONS

- Microsoft Data Analysis Fundamentals (2025)
- Power BI for Data Analysis, Udemy (2025)
- Business Communication Skills, Coursera (2025)
- Google Data Analytics Professional Certificate (Coursera) 2026
- Inbound Sales Certification, HubSpot Academy
- Cold Calling Mastery

EDUCATION

Bachelor of Science (B.Sc.) in Economics **2019-2023**

Nnamdi Azikiwe University