IYAOMOLERE TAIWO

Strategy | Advisory

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SUMMARY

A graduate with a B.Sc Degree in Entrepreneurial Studies, highly-motivated, productive, and customer-focused team player with strong communication, interpersonal, organizational, time management, analytical and problem-solving skills. Reliable and dedicated with the ability to grasp and apply new procedures quickly, organize and prioritize tasks to meet deadlines, and adapts readily to new challenges.

SKILS AND AREA OF EXCELLENCE

- Adaptability
- Decision Making
- Computer Proficiency
- Business Intelligence
- Time Management
- Credit Analysis
- Critical Thinking
- Interpersonal and Leadership Skills
- Project Management
- Communication
- Problem Solving
- Book Keeping

WORK EXPERIENCES

Customer Service Executive Supersport Nigeria (June 2023 – Till date)

- Managed customer inquiries and complaints, ensuring a high level of customer satisfaction.
- Provided accurate information and solutions to customers via phone, email, and live chat.
- Coordinated with various departments to resolve customer issues promptly enhancing satisfaction and retention
- Trained and mentored new customer service representatives.
- Implemented process improvements to enhance service efficiency and quality.
- Monitored customer feedback to identify trends and areas for improvement.

Inbound Sales Manager Alico Insurance (July 2022 - May 2023)

- Led a team of inbound sales agents to achieve sales targets and objectives.
- Developed and implemented sales strategies to drive business growth.
- Monitored sales performance and provided regular reports to senior management.
- Conducted training sessions to improve the sales skills and product knowledge of team members.
- Analyzed customer needs and provided tailored insurance solutions.
- Collaborated with the marketing team to optimize lead generation and conversion rates.

Sales Teamlead Loochi Investment Limited. (June 2020 – June 2022)

- Communicated monthly targets to sales team which contributed to improved performance
- Effectively delegated tasks contributing to the achievement of overall goals
- Allocated and managed resources which helped in achieving set goals
- Prepared and analyzed monthly sales report to identify trends and opportunities for improvement
- Assisted management in sales strategy, contributing to increased efficiency and revenue growth
- Trained, coached and motivated the sales team to achieve set goals

Loan Monitoring/Customer service First Option Micro-Finance Bank (January 2019 – January 2020)

- Recovered loans disbursed by the bank which prevented them from going bad
- Followed up with each relationship manager on their customer's loan repayment date and maturity period
- Conducted credit analysis on individual customers to ascertain their credit status before a loan is disbursed
- Safely kept customers' collateral document
- Followed up on both loan and deposit customers as regards the new product and offers from the bank on a monthly basis
- Prepared weekly loan report which showed each relationship manager's loan status to support decision making
- Fostered a 40 percent increase in the bank's repayment schedule
- Built and maintained long term profitable relationships with customers
- Maintained a database for collating useful customer information

Relationship Manager Cititrust Financial Services **(**October 2018 – January 2019)

- Mobilized deposits
- Disbursed loans to customers for business growth
- Monitored loans and repayment to prevent bad loans
- Calculated and estimation of interest payable on each disbursed loan using the bank's repayment schedule calculator

ACADEMIC/PROFESSIONAL QUALIFICATIONS

National Youth Service corps Certificate 2019

Bachelor of Science; B.Sc Entrepreneurial Studies 2012-2017
Federal University of Agriculture Abeokuta

West Africa Senior Certificate Examination 2004-2010
Brainfield College

VOLUNTEERING ROLES

***Davis* -** Creative Director (Feb 2019 – March 2019)

- Designing of clothing collections for both males and female enhancing brand visibility
- Sales leather bags
- Artworks

***Pyramid Educational Advancement* -** General secretary (Aug. 2018 – Mar. 2019)

- Recorded meetings held with the executive
- Kept records of the group's monthly activities
- Record keeping of member's contacts
- Organized monthly visits to members' places of residence which helped in fostering better relationships among members

INTERESTS

Business Development, Volunteering, Community Empowerment, General management, Credit analysis, Interacting, traveling, drawing and acquiring new skills, Customer Satisfaction, Mentoring, Puzzles.

REFEREES

Available upon request