ELIJAH BLESSING EDIDIONG

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Residential Address: 17 Market Street, Olodi, Apapa, Lagos.

PERSONAL INFORMATION

- **Date of Birth:** 14 April 2005
- **State of Origin:** Akwa Ibom State
- **Marital Status:** Single
- **Religion:** Christianity
- **Nationality:** Nigerian

CAREER OBJECTIVE

Results-driven and customer-focused Sales Representative with experience in showroom sales, customer service, order follow-up and customer relationship management. Skilled in identifying customer needs, presenting products, handling objections, preparing proforma invoices and following up on pending transactions through professional communication and WhatsApp engagement.

Possesses strong communication, interpersonal and customer engagement skills, with an interest in social media management, online sales and digital marketing. Seeking an opportunity to contribute to business growth through effective sales, customer service and online engagement while continuing to develop professionally.

CORE SKILLS

- Sales & Customer Service
- Customer Relationship Management
- Social Media Management (Basic)
- Online Customer Engagement
- Responding to Social Media Enquiries
- Sales Follow-up & Conversion
- Lead Generation
- Objection Handling
- Product Presentation
- Cross-selling & Upselling
- WhatsApp Customer Engagement

- Order & Transaction Follow-up
- Proforma Invoice Preparation
- Communication & Negotiation
- Problem-solving
- Teamwork

DIGITAL SKILLS

- Instagram and Facebook navigation
- WhatsApp Business communication
- Online customer enquiries and follow-ups
- Basic social media engagement
- Online sales support
- Microsoft Office and Google Workspace

WORK EXPERIENCE

SALES REPRESENTATIVE
ORCA Mall, Victoria Island, Lagos

- Attended to walk-in customers, identified their needs and recommended suitable furniture and related products.
- Presented product features, materials, quality, durability and benefits to help customers make informed purchasing decisions.
- Prepared proforma invoices based on customers' selected products and requirements.
- Followed up on pending transactions and customers who had not completed their purchases.
- Maintained professional communication with prospects and existing customers through WhatsApp.
- Handled customer objections, particularly around pricing, by explaining product value and benefits.
- Cross-sold complementary products such as cushions and throw pillows.
- Coordinated customer orders, payment confirmation, dispatch and installation.
- Maintained an organized and presentable showroom.
- Achieved approximately ₦300 million in individual monthly sales.
- Generated approximately ₦150 million in sales in the following month.
- Built positive customer relationships through responsive communication and after-sales support.

SALES REPRESENTATIVE
Donnievate, Yaba, Lagos

- Attended to customers professionally and recommended suitable laptops and electronic products.
- Followed up with prospective and existing customers via WhatsApp.
- Processed customer orders and coordinated deliveries.
- Explained product features and specifications.
- Maintained positive customer relationships through effective communication.
- Responded to customer enquiries and provided updates on product availability and delivery status.
- Supported sales activities and contributed to sales targets.

CASHIER / SALES ASSISTANT
Karma Supermarket, Apapa, Lagos

- Assisted customers with product selection and general enquiries.
- Processed customer purchases and handled payments accurately.
- Provided friendly and professional customer service.
- Assisted with product arrangement and maintaining an organized sales environment.
- Supported daily sales activities and worked effectively with team members.

EDUCATIONAL BACKGROUND

Adeolu Senior Secondary School
Senior Secondary School Certificate (SSCE)

Ultimate Nursery and Primary School
Primary Education

UPCOMING TRAINING

Digital Marketing Training
Online Class – January 2027

REFERENCES

Available upon request.