OMOWUNMI V. JAMES

Lagos State / jamesomowunmi482@gmail.com / +2349043790636

Summary

Customer-focused professional with experience in sales, customer service, administration, client relationship management, and operations. Skilled in client engagement, lead conversion, team coordination, social media management, and administrative support, with strong communication, problem-solving, and organizational skills.

Skills

Customer Relationship Management, Financial and Data Analysis, Communication and Presentation, Research and Quantitative Methods, Leadership and Team Collaboration, Digital Marketing, Customer Support, Administrative Support, Sales & Lead Conversion

Professional Experience

Rainha Hair

Business Development Representative | Remote
08/2026 - 09/2026

- Researched and qualified UK-based prospects aligned with the company's ideal customer profile.
- Managed prospect lists and maintained accurate lead information in tracking sheets.
- Conducted personalised outreach and follow-ups to nurture leads and drive sales opportunities
- Reviewed prospects' websites and social media to identify business needs and buying potential.
- Responded to customer and prospect enquiries, providing product and wholesale information.
- Supported lead generation, customer engagement, and sales conversion activities.
- Prepared regular reports on prospecting activities, follow-ups, and progress.

Temaruco

Administrative/Customer Assistant, Lagos
02/2026 - Present

- Supervised daily operations and coordinated staff activities.
- Managed schedules, attendance, and team performance.
- Handled customer inquiries and resolved complaints professionally.
- Maintained office records, documentation, and administrative tasks.
- Prepared reports and supported general office operations.
- Managed the company's social media pages, creating content and engaging with customers online.
- Assisted with inventory monitoring and internal communication.
- Delivered customer support and handled client communications professionally.
- Provided administrative support using Google Workspace and Microsoft Office Suite.
- Managed email correspondence, calendars, and appointment scheduling.

Beta Property

Sales Executive/Customer Support, Lagos
04/2025 - 01/2026

- Converted over 40 prospective clients into active property buyers, contributing to a 25% increase in monthly sales.
- Strengthened client retention by 30% through consistent follow-ups and personalized service.
- Managed client onboarding and documentation with 98% accuracy, ensuring smooth and compliant transactions.
- Built and maintained long-term relationships with clients, driving repeat business and referrals.

- Developed engaging social media campaigns that boosted inquiries and lead generation by 40%.
- Created and implemented marketing strategies that grew brand visibility and online engagement by 50%.
- Collaborated with the sales team to optimize listings and visual content, increasing property views and conversions.
- Delivered tailored consultations that improved client satisfaction scores by 20%.
- Implemented a feedback system that helped identify service gaps, reducing complaints by 15%.
- Recognized for consistently exceeding client expectations and maintaining a professional, solution-oriented approach.
- Utilized Asana to organize tasks, monitor progress, and meet deadlines.
- Coordinated meetings, prepared documentation, and tracked follow-up actions.
- Conducted internet research and maintained accurate records through data entry.

Army Day Secondary School

Teaching, Ibagwa, Akwa Ibom
04/2024 - 03/2025

• Taught over 150 students in Biological Sciences and Pre-vocational Studies using interactive, student-centered learning techniques.
• Introduced simple financial literacy discussions to help students understand basic saving and entrepreneurship concepts.
• Designed group activities that improved participation and performance by 30% across the academic term.
• Mentored students through career guidance and personal development sessions during their senior school leaving year.

Vis Ideal Concept

Supervising Officer, Ogun
11/2023 - 04/2024

• Supervised a team of 8 in daily operations, ensuring adherence to hygiene, safety, and quality standards.
• Streamlined service coordination to reduce order turnaround time by 20% and improve overall efficiency.
• Assisted management in planning menus and managing inventory, minimizing waste by implementing cost-control measures.

Perfection School

Teaching, Ogun
02/2017 - 03/2018

• Developed and executed structured lesson plans that improved students' academic performance and engagement.
• Employed data-driven evaluation methods to assess and support individual student progress.
• Collaborated with staff to create an inclusive learning environment that enhanced student retention and participation.

Education

Agricultural Economics and Farm Management

Federal University of AgricultureUniversity of Agriculture, Abeokuta, Ogun State
10/2023

- Second Class Upper (4.16)
- Agricultural Finance & Credit Management, Econometrics,
- Quantitative Methods, Agricultural Marketing & Price Analysis,
- Development Economics, Research Methods, Principles of Management

High School

Guardian Model School High School, Ogun State
08/2014

Research Experience

Thesis

- Effects of perceived postharvest loss on the poverty status of arable crop farmers, Ilaro Ogun State Nigeria.
- Conducted field surveys, analyzed economic data using econometric tools, and presented findings to the Department of Agricultural Economics and Farm Management.
- Strengthened proficiency in data analysis, report writing, and interpretation of financial and
- production variables.

Certificates

Jobberman Soft Skill Certified, Customer Satisfaction Management (CSM) Foundation, Leadership Incubation - The Greatness Foundation, Sustainable Development Goals Awareness Training Certified, Executive VA Certification – She Leads Africa (SLA)

Courses

- Sustainable Development Goals GLOBAL
- The SDG's global transdisciplinary vision for the future.
- Leading without a title – How to stand out and succeed from day one

---

Leadership and Volunteering Experience

- Founder | Agape Haven Initiative
- Established a community support initiative that provides food and educational assistance to underprivileged children in Ogun and Lagos States.
- Coordinated outreach programs reaching over 20 orphans and mobilized volunteers to execute sustainable support projects.
- Volunteer | World Hunger Team (Tennessee, USA – Remote)
- Supported fundraising and awareness campaigns led by Randall Putal to combat hunger and food insecurity in low-income regions.
- Volunteer | Sustainable Development Goals (SDG) Advocacy, NYSC
- Promoted awareness campaigns focused on quality education and poverty eradication within host community schools.