OMOSEHIN OMOSUYI SINA

Sales Representative
Ikorodu, Lagos | omosehinsina@gmail.com | 08150440874 / 07038134971

PROFESSIONAL SUMMARY

Professional sales representative with three years' experience of direct phone sales across fintech and travel sales. Experienced at handling payment issues, Customer enquiries, escalations, complaints, objections and follow-up. My background in outbound sales gave me strong skills like active listening, and the ability to turn difficult conversations around. Skilled at keeping clear case records, coordinating with internal teams and following issues through to resolution. Comfortable handling difficult conversation while maintaining a professional and helpful approach.

CORE SKILLS

- Customer support and problem resolution
- Payment and account queries
- Escalation handling and follow up
- Inbound and outbound call handling
- Complaint and Objection handling
- Customer record keeping and case tracking
- Customer needs assessment
- Excellent presentation skill
- Good written and verbal communication
- Microsoft office and Google workspace

WORK EXPERIENCE

Telemarketer 2025 – 2026

Hemingway's Safaris Africa, Alausa, Ikeja, Lagos

- Made 100 to 200 daily calls to promote travel packages and generate customer interest and book appointment with them.
- Followed up with prospective customers, converting 10% of leads into booked appointments.
- Explained travel packages, prices, and payment options to prospective customers in a simple and understandable form.
- Maintained customer records, call logs and appointment records with 95% accuracy.
- Supported sales targets by helping secure 80 to 100 travel appointment bookings monthly.

Collection officer 2023 – 2024

New Edge Finance Tech, Ogba, Lagos

- Recovered overdue loans through phone calls and messaging achieving an 80% monthly recovery rate.
- Followed up with 100 – 300 customers daily to secure outstanding repayments and reduce loan overdue payment.
- Negotiated repayment plans that eventually help resolving 70% of assigned payment disputes.
- Maintained accurate collection records, follow up and repayment details with 98% reporting accuracy.
- Escalated high-risk accounts, customers' refusal to pay contributing to a 20% reduction in overdue loans.

EDUCATION

Higher National Diploma (HND), Computer Science

The Ibarapa Polytechnic, Eruwa, Oyo State

Senior School Leaving Certificate

Otu Community High School, Ore, Ondo State

LANGUAGES

English — Fluent

Yoruba — Fluent

REFEREES

Available on request.