**FOLASADE**

[Folasade.315029@2freemail.com](mailto:Folasade.315029@2freemail.com)

**CAREER OBJECTIVE**

A professional Sales lady with over Eight years of rich experience in, Small and Medium Enterprises, Telesales, Business Management, Sales, Delivery Services and marketing, profound Customer service delivery. Exposure in handling various processes including opening and maintain documentation, Excellent communicator, Achieving KPI Parameters, Product Knowledge Trainer, Good team player and Interpersonal relationship quickly, achieving goals within a stipulated period, Ability to explain Features Advantages and Benefits. I am a result oriented individual and looking forward to join a company where success is rewarded and internal succession is given priority.

**EMPLOYMENT HISTORY**

**SME SALES CONSULTANT**

June 17 2017-Till Date

**Company: Icell Telecom (Du Chanel Partner)**

DAFZA, Dubai, United Arab Emirates

**Key Role:**

* Perform sales and marketing activities, through telemarketing, generate new client for sales or service; and develop contacts in the market with the help of networking and successful business development.
* Creating Awareness of products, stimulating the interest of the clients and development preferences for the organization’s brand.
* Ability to follow up with customer for taking feedback, develop excellent rapport with clients; besides conducting surveys to handle prospective clients in assigned territory.
* Skills to constantly watch on competitor and gather market data on similar services.
* Can show presentations, demonstration and product training for client benefit, handle phone calls, record orders and prospective buyer’s details for data entry.
* Follow up with clients on deliveries, product satisfaction and collect outstanding payments.
* Awareness of monitoring market trends and possible threats including the identification of opportunities and suggesting remedial measures to management.

**SALES CONSULTANT**

Oct 10, 2016- May 10, 2017

**Company: AT WORLD REAL ESTATE**

Dubai, United Arab Emirates **Key Role:**

* Meeting with prospects and clients interested in properties to offer them real estate deals
* Keeping communication with clients to identify their requirements and choice of property
* Follow up the preparation and approval of documents such as purchase agreements, and lease contracts
* Coordinate the closing of property deals to ensure vital documents are signed and payment received
* Follow up with arrangements to give prospective buyers the view of a property before closing deals
* Acting as intermediaries liaising between property sellers and prospective buyers to facilitate property deals
* Conduct the inspection of a property to ensure the terms and conditions of sales are met before closing sales deals
* Provide periodic reports to company management on sales operations and generated returns using Customer Relationship Management (CRM) systems
* Conduct surveys to identify price of competing properties on the housing market
* Proffer recommendations to buyers and refer them to property consultants who provide legal and mortgage services.

**CUSTOMER SERVICE REPRESENTATIVE**

September 2014- September 2016

**Company: LALS Group JAFZA**

Dubai, United Arab Emirates

**Key Role:**

- Handles customer calls to provide technical and internet connection problem resolution.

- Identify and escalate priority issues when necessary

- Document all call information according to standard operating procedure

Answers customer’s credit report related enquiry.

- Resolves problems by clarifying issues; researching and exploring answers, implementing solutions and escalates unresolved problems.

- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

- Offers retention deals to retain customer’s service subscription.

**QUALITY ASSURANCE ANALYST**

January 2010-December 2012

**Company:** Integrated Borehole and drilling, Company**,** No 15 Oluyole Estate Ibadan

**Key Role:**

- Analyzes/audits service incident data, call recordings and customer surveys to identify areas of

Services delivery that did not meet pre-established performance standards within the line of business.

- Provides structured and timely recommendations; verbal and/or written feedback to the Customer

Experience and the Operations Leadership team.

- Uses customer service expertise to assess existing practices and procedures for process improvement opportunities

- Uses tools to gather data and analyze trends or patterns affecting quality.

- Collaborates with Customer Experience team members to identify and streamline processes and implement process standards that enhance service delivery and the customer experience.

**EDUCATION BACKGROUND**

**University of Ibadan, Oyo State,**

**Nigeria.**

**M.Sc**

Master of Science in Biotechnology **(M.sc)**

2012-2014

**University of Agriculture Abeokuta, Ogun State,**

**Nigeria.**

Bachelor of Science in Biological Sciences (B.sc

2002-2008**MINR, TRAININGS AND CERTIFICATIONS**

**Customer Experience and Logistics Operations**

AT WORLD REAL ESTATE

Dubai, United Arab Emirates

January 2017

**ATTRIBUTES AND QUALIFICATIONS**

Admirable human relations

Excellent phone etiquette

Customer focused with a good attention to detail

Ability to manage multiple tasks and work to tight deadlines.

Possess strong knowledge of how computers work, as well as the ability to use work related software and MS office package to process and store information

Excellent multitasking skills to successfully handle several assignments together

Possess strong organizational and presentation skills required for achieving efficiency on the job

Excellent communication skills needed for effective discussions with clients.

**REFERENCES**

To be given on request