

AYEBANENGIYEFA TWA-OTUKA BLESSING

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CAREER SUMMARY

- Experienced in handling customer inquiries, resolving issues promptly, and boosting sales through cold calling and lead generation, consistently exceeding performance goals.
- Excellent communication and interpersonal skills, adept at building strong client relationships, improving customer satisfaction, and delivering a seamless service experience.
- Proficient in CRM tools, Microsoft Office, and Google Workspace, optimizing customer interactions, lead tracking, and service efficiency in dynamic hybrid environments.

SKILLS

› Project Management	› Sales Execution	› Interpersonal Skills
› Technical Troubleshooting	› Adaptability & Resilience	› Attention to Detail
› Cold Calling Expertise	› Issue Resolution	› Customer Relationship Management
› Customer Support	› Communication Skills	› Tech Savviness

WORK EXPERIENCE

Prequalification/Customer service and telesales

January 2023 – May 2025

Outsource global

- Engage potential customers through cold calling to introduce and promote products and services.
- Maintain accurate customer records in the CRM system, ensuring seamless tracking and follow-ups.
- Identify and qualify leads for the sales team, using persuasive strategies to drive interest and conversions.
- Achieve sales targets, monitor performance metrics, and provide customer feedback to management for service enhancements.

Technical Crew Associate

August 2020 – November 2022

GladePAY

- Set up, maintain, and troubleshoot equipment to ensure seamless operation and efficiency.
- Document solutions, escalate complex issues, and monitor systems for optimal performance.
- Ensure compliance with safety standards while providing technical assistance and problem resolution.

Customer Service Representative

September 2019 – June 2020

Cintis Care Enterprises

- Assist customers with product inquiries, order tracking, and service requests while ensuring a seamless experience.
- Serve as the first point of contact, handling correspondence, phone calls, and responding to all emails professionally.
- Maintain confidentiality and discretion while delivering personalized service to enhance customer satisfaction and retention.

EDUCATION

Regional Maritime University, Accra- Ghana

September 2015 – July 2019

Nautical science (Higher Diploma)

PROFESSIONAL CERTIFICATE

- Institute For Humanitarian Studies And Social Development (Volunteer) **2024**
- HSE Level 1 **2020**
- HSE Level 2 **2020**
- HSE Level 3 **2020**
- Personal survival technique **2017**
- Basic fire prevention and fire fighting **2017**
- Elementary first aid **2017**
- Personal safety and social responsibilities **2017**

ACCOMPLISHMENTS

- Successfully set up, maintained, and troubleshoot technical equipment at Gladepay, ensuring seamless operations and system efficiency
- Provided exceptional customer support at Cintis Care Enterprises, assisting with inquiries, order tracking, and service requests to enhance customer satisfaction.
- Effectively engaged potential customers through cold calling at Outsource Global, achieving sales targets and driving lead conversions.
- Contributed to humanitarian initiatives as a volunteer at the Institute for Humanitarian Studies and Social Development, supporting community outreach programs and social development projects.

REFEREES

Available upon Request