

Oyelowo Anita Ifedayo

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Education

2016 – 2021
Ilorin, Nigeria

BSc. Zoology (Second Class Honours- Upper Division), *University of Ilorin*

2012 – 2015

Osun State

Senior School Certificate Examination (SSCE),

Federal Government Girls' College

Professional Experience

01/2023 – present

Lagos

Business Development Executive (Remote), *Dukiya Investments Ltd*

- Provide excellent sales management services to clients.
- Propose and implement sales promotional initiatives.
- Participate in negotiation and ensure closure of sales processes.
- Identify new sales prospects and maintain business acumen throughout the process.
- Engaging in Social media marketing to push products sale.

02/2022 – 12/2022

Akure, Ondo State

Customer Support Representative, *Jomav Homes and properties*

- Sent targeted and personalized messages to customers' inboxes using Gmail. This was to create a sense of familiarity and connection that is difficult to achieve through other marketing channels.
- Provided customers with content and product updates to give them in-depth understanding of the new developments.
- Created and formatted simple office budget Spreadsheet on Microsoft Excel.
- Properly took record of the client's' data (over 2,900 clients) using google sheet and gave each client an identity number as they came on board.
- Made use of email marketing to solicit feedbacks from customers to help improve the company's products and services.
- Rendered support to customers via email, chat and mobile messaging to help resolve any issues encountered with the sales team/ representative.
- Assisted customers during Pre-sale and Post-sale journey with the products.
- Provided the customers with firsthand brief about the next line of action after acquiring land (product) before being directed to the construction team for consultation.
- Provided Proactive customer support approach.
- Sent congratulatory mails & bulk sms to new clients as they come on board and also sent mails to clients on their birthday and during festive seasons.
- Timely sent payment reminders/ payment overdue texts to clients who defaulted for up to two months as the company accept installmental payment from clients.

- Evaluated customer's current situation and perform presentations on the best product to reduce cost and expenses.
- Attended all lectures & summit organized by Jomav school of business & personal development and got certified after the training (leadership certificate).

2021 – 2022

Akure, Ondo State

NYSC, Ministry of Agriculture

- Deployed top-notch writing skills in curating proposals, consistently earned sterling commendations from the department Director and colleagues.
- Helped in curating budget for the fishery department using Microsoft office. Acted as the first point of call in the department for visitors.
- Handled the Director's schedule and managed relevant meetings/ appointments. Collaborated with other Corp members in typing/ preparing documents.

06/2019 – 08/2019

Ilorin, Kwara State

Industrial Training, Ministry of Environment and Forestry

- Demonstrated punctuality all through the months spent during the Industrial training.
- Appropriately wrote minute for several meetings that took place in the ministry at the time.
- Got more enlightened on Forest and it's components through the series of field trips that was held at the time.
- Got familiar with forest products (trees and others) which are raw or crude materials from which varieties of products/equipment are derived.

Skills

Proficient with Microsoft Word, Excel and PowerPoint

Ability to work independently and reliably

Excellent communication skill

Excellent social media knowledge

Working knowledge of CRM Tools

Email Marketing

Language skill

Fluent in English

Time management

Critical thinking

Excellent marketing skill

Good Customer relation and interpersonal skill

Graphics designing using Canva

Team Work