



## **JOY CHINENYE OLUOMA**

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### **SALES REPRESENTATIVE**

#### **PROFESSIONAL SUMMARY**

A results-driven sales representative with 2 years of experience in sales and a proven track record of closing deals in beauty, healthcare and fitness, scheduling appointments, identifying customer needs, negotiating contracts, cultivating the relationship with existing customers, placing orders, analyzing sales trends, and making sure sales targets are met, is eager to join the company, adhering to its highest standards for personal and team excellence.

#### **SKILLS/COMPETENCES**

- The ability to sell and negotiate
- Networking skills to collect new contacts
- Attention to details and accuracy
- Professionalism and business acumen
- Being able to get over customers who turn me down
- Self-confidence and strong motivation
- The ability to work independently and as part of a team
- Excellent communication and people skills

#### **WORK HISTORY**

**Telesales/sales representative at Body vibes limited (Lagos, Nigeria) February 2018 – February 2020**

- Maintained daily account of all calls as well as managed daily telemarketing record.
- Monitored working area conditions and equipment.
- Provided high customer service to maximize customer satisfaction.

- Managed outbound sales calls and field incoming sales leads.
- Executed tasks such as prospecting, cold calling and networking for lead generation.
- Coordinated with the management by formulating activity and results reports.
- Ensured customers received prompt service and handled customer complaints.
- Placed sales phone calls and answered customer calls
- Place phone calls to potential customers to educate them on services and products offered by the company
- Collaborating with other departments to ensure sales, purchase and deliveries are handled efficiently.
- Compiled information from other telesales representatives to draft reports of monthly sales
- Worked with superiors in bettering the system by listening to and considering customer complaints and suggestions
- Remained current on all consumer trends relevant to services and products

### **FRONT DESK RECEPTIONIST AT MOTHER MARY HOSPITAL(2016-2018 Lagos, Nigeria)**

- Assure the readiness of the reception area for each working day; open the building at the designated time and have all front desk activities fully operational at the start of business hour
- Greet patients and visitors; direct all people to the appropriate location.
- Register patients according to hospital protocol
- Assist patients in accurately completing appropriate forms and documents all information according to the hospital's standard.
- Collect fees; prepare and balance financial registers and submit all forms and fees to billing department.
- Maintain forms and office supplies required for front desk Operations
- Schedule patient appointment .
- Respect and maintain privacy and dignity of patients.
- Participate in staff and educational meetings
- Perform other duties as assigned.

### **EDUCATION**

**2016      University of Nigeria Nsukka**

Bachelor of Science in Food Science and Technology

**2010      University of Nigeria Secondary School Nsukka**

High School Certificate