

# OKONA LEONORA CHIDERA

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Anambra State, Nigeria.

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## SUMMARY

Experienced and enthusiastic Telemarketer with excellent customer service and marketing skills. Adept at cold calling, lead generation and appointment setting. Proven track record of meeting and exceeding targets through effective communication and relationship-building skills, overcoming objections and converting leads into opportunities. Proficient in CRM softwares and various communication tools, enabling efficient management of prospects and client interactions. Skilled in remaining calm and courteous during high-pressured situations. Seeking an opportunity to contribute my expertise in a dynamic and growth-oriented organization.

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## SKILLS

Advanced Marketing Skills	Interpersonal Skills	Persuasion
Customer Service	Time Management	Problem Solving
Active Listening	CRM Proficiency	Communication
Time Management	Cold Calling	Lead Generation

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## EXPERIENCE

**Appointment Setter**

Fantasy Global Electricals

Delta State, Nigeria.

Sept 2024-Present

- Proactively initiated outbound calls to potential clients to schedule appointments for sales representatives.
- Provided active and appropriate information in response to customer inquiries.
- Properly directed inbound calls in phone queues to improve call flow.

### **Telemarketing Specialist**

DigiectHub

Anambra State, Nigeria.

July 2022-August 2024

- Generated qualified leads through outbound calls, resulting in a 25% increase in conversions.
- Implemented effective follow-up strategies to nurture leads and drive sales pipeline growth.
- Consistently met and exceeded daily call and lead generation targets.
- Collaborated with the sales team to ensure seamless customer experience and successful conversion.

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## **EDUCATION**

### **Bachelor of Technology in Mathematics**

Federal University Of Technology Owerri

Nov 2016-Dec 2022

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## **CERTIFICATIONS**

### **HerTechTrail Foundation**

Digital Marketing

Oct 2024- present

### **Alx-africa**

Virtual Assistant Program

Aug 2024- Oct 2024

### **DIGITAL WITCH COMMUNITY SUPPORT**

On-Demand IT Skills

Feb 2024-April 2024

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