

OLABISI FAMOROTI

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SUMMARY

Accomplished Data Analytics Trainee with a robust background in sales and customer service. Demonstrated expertise in SQL, Power BI, and Excel to drive business insights at Zion Tech Hub. Proven track record as a Sales Executive and Team Leader at Multichoice Nigeria, achieving a 75% sales increase and enhancing client retention. Strong leadership skills showcased through effective team management and conflict resolution.

EXPERIENCE

ZION TECH HUB

Data Analytics Trainee

07/2024 to Current

- Master SQL for efficient data management.
- Conduct data cleaning to ensure accurate datasets.
- Utilises Power BI and Excel to enhance business insights.

MULTICHOICE NIGERIA OGUN REGION

Sales Executive and Team Leader

10/2022 to 11/2023

- Recruited top-tier agents and partners, leading to a 75% sales increase.
- Established seamless communication channels between agents and the company.
- Recruited and engaged canvassers to drive sales through events.
- Showcased leadership abilities, resulting in a 5-star team rating from management.
- Implemented sales strategies, resulting in a 75% rise in sales revenue, and achieved a significant increase in client retention for both new and existing customers.

MULTICHOICE NIGERIA MOWE BRANCH

Supervisor and Customer Service Representative

05/2019 to 09/2022

- Exhibited effective leadership, which contributed to 85% of financial goals being met.
- Executed effective conflict resolution, leading to heightened client loyalty, and trust.
- Increased retention rates by swiftly addressing Digital Terrestrial Decoders (DTD) needs
- Streamlined communication between agents and company
- **Key achievement:** Developed a customer feedback survey platform, aiding in conflicts resolution and 85% increase in customers' satisfaction.

FIRST CSN PROPERTIES

Business Manager

06/2017 to 01/2019

- Managed artisans to complete visually appealing projects.
- Executed strategic plans which led to 70% increase in revenue.
- Supervised daily operations of the business.
- Exhibited strong analytical skills, resulting in over 80% of property sales.
- Worked alongside company lawyer to obtain legal forms.

MULTICHOICE NIGERIA, MAGODO BRANCH

Customer Service Representative (Intern)

09/2013 to 12/2015

- Resolve issues through telephonic and electronic communication.
- Bridged communication gap between agents and the organization.
- Ensured efficient incident management through proper escalation channels

SKILLS

- Power BI
- Excel proficiency
- Data visualization
- Time series analysis
- Data cleaning
- SQL databases
- Project Management
- Team leadership and a collaborative mindset
- Interpersonal communication

CERTIFICATIONS

- Microsoft Power BI
- Data Analysis in Excel
- SQL Associate
- Associate Data Analyst

- Google Project Management
- Customer Service Fundamentals

EDUCATION

B. A.: Dramatic Arts Obafemi Awolowo University, Nigeria	2016
Secondary School Leaving Certificate Ikosi Senior High School, Lagos, Nigeria	2005
Primary School Leaving Certificate Ikosi Primary School	1999