

OLUOMACHI UGORJI

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CAREER OBJECTIVE

Result-driven Account Manager with over 5 years of experience with expertise in account management, revenue generation, customer support, sales expertise, and data analytics. Seeking to leverage proven relationship management and problem-solving skills to strategically grow revenue for your company. Successfully managed major portfolios, closed several deals with accounts over \$2M at Interswitch Group. Increased client retention by 80% and grew revenue by 60%.

CORE COMPETENCIES

SOFT

- Leadership
- Effective Communication
- Problem-solving
- Interpersonal Skill
- Team Collaboration
- Relationship management
- Resilient

TECHNICAL

- Account Planning
- Revenue Generation
- Customer Relationship Management (CRM)
- Microsoft Office Suite
- Sales Expertise
- Data Analytics
- Marketing

WORK EXPERIENCE

Key Account Manager- Interswitch Group, Lagos State

April 2021- Present

- Build and cultivate long-term quality relationships with over 67 clients to help influence their business decisions by addressing needs and providing superior customer service.
- Act as a trusted advisor by bringing compelling insights and ideas with follow-through execution.
- Plan and conducts economic and demographic research analysis to produce reports on account progress, goals and quarterly initiatives to stakeholders.
- Improve account management by predicting potential competitive threats and outlining proactive solutions.
- Confer high-value accounts through cross-selling of products, effective customer solutions and promoting compelling business opportunities.
- Develop and monitor account management processes, such as management inspections, reward and recognition and quality improvement.
- Maintain responsibility of sales, contracts, negotiations, and reporting for accounts worth over \$1M.
- Corporate with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Meet and exceed revenue goals by 60% through generating new leads and identifying new clients.
- Manage relationships and communication between key clients and internal teams.
- Use Customer Relationship Management software to track customer information and drive purchases of new accounts.

Sales Account Manager- Interswitch Group, Lagos State

May 2019 - April 2021

- Liaised between internal and external stakeholders, clients and various external vendors to develop and implement client solutions.

- Improved sales processes to streamline customer acquisition and onboarding strategies.
- Managed sales forecasting, goal setting and performance reporting for all accounts.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Supervised and led the sales team to increase revenue by 30%.
- Regularly exceeded monthly sales target by pursuing leads and expanding prospect list.
- Scheduled meetings with clients after sales to resolve problems and provide ongoing support.
- Retained central database of key contacts, risk ratings, financial impact and key issues.
- Built cordial relationships with clients by acting as the liaison between customer service and sales teams.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.
- **Key Achievement- Incorporated unique strategies which increased client retention rates by 67%.**

Customer Service Analyst- Interswitch Group, Lagos State

April 2018- April 2019

- Resolved customers' requests within the defined KPI targets, collected customer feedback and made process changes to exceed customer satisfaction goals.
- Accurately provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Cooperated with other staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Supported customer retention by creating and offering unique discount options and inspiring interest in new product lines.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- **Key Achievement- Constantly exceeded complaint resolution target, thereby reducing caseloads every day by 3%.**

OTHER WORK EXPERIENCE

Social Media Manager- Nigerian Content Creators

2018

November 2017-April

Intern- Federal Teaching Hospital

June 2016- October 2016

EDUCATION HISTORY

- **Bachelor of Science- Human Anatomy**
Afe Babalola University, Osun State

2017

CERTIFICATIONS AND TRAININGS

Miller Heiman Consultative and Conceptual Selling- Interswitch

2019

CSDP Emotional Intelligence Online Training- Interswitch

2019

Customer Care Training- GoLeanSigma

2018