

# Isaac Olorunfemi

## Junior Motivated Sales and Customer Service professional

### SUMMARY

An adept sales and customer service professional with a strong background in Sales & Marketing, closed deals totaling over \$25,000 and generated 120+ qualified leads. Despite the impressive track record, his profile lacks details that align with a Software Engineering position, such as exposure to key programming languages, engineering methodologies, or experience in software development life cycle. The education timeline for a BSc extending to 2025 raises questions as it falls outside current knowledge cutoff; his technical expertise appears limited to CRM tools, MS Office & Google Workspace, and a basic understanding of Java RMI. He has shown proficiency in customer engagement with a consistent high customer satisfaction rating.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Prototyping (1 yr.), Office 365, AWS WorkSpaces, WordPress, RMI
<b>AI &amp; Machine Learning</b>	RAG (1 yr.)
<b>Amazon Web Services</b>	AWS WorkSpaces
<b>Collaboration, Task &amp; Issue Tracking</b>	Jira, Slack
<b>Soft Skills</b>	Mentor Aptitude
<b>BlockChain and Decentralized Software</b>	NFT marketplace
<b>Third Party Tools / IDEs / SDK / Services</b>	Office 365
<b>UI/UX/Wireframing</b>	Prototyping (1 yr.)
<b>QA, Test Automation, Security</b>	QA Automation
<b>Platforms</b>	WordPress, Zoom

## WORK EXPERIENCE

### **Sales & Marketing Associate, Agritech & Services Sector Sales Initiative**

**Duration:** January 2020 - July 2021

**Responsibilities:** Lead generation and qualification, sales pitching, deal closure, CRM management, and sales target achievement.

**Technologies:** CRM Tools (HubSpot, Zoho, Pipedrive)

### **Customer Service & Call Center Representative, Banking Customer Service Excellence**

**Duration:** March 2022 - January 2025

**Responsibilities:** Customer support, banking product cross-selling, issue resolution, financial guidance, client relationship building.

**Technologies:** Microsoft Office Suite & Google Workspace, CRM Tools (not specified)

## EDUCATION

- **Federal University of Technology, Akure**
- Bsc.
- 2020 - 2025

