

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

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

