

# Emily Aduma - SALES EXECUTIVE

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LinkedIn profile-<https://www.linkedin.com/in/emilyaduma/>

Working Remotely

Portfolio - <https://emmilyaduma.my.canva.site/>

## Data entry, Lead Generation, Email/sales & Marketing, and Customer support,

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- Experienced Sale Associate with 6 years of experience in providing high-level support to Platinum Credit
- I specialize in prospecting, negotiating and closing deals, meeting sales quotas, resolving customer complaints, Lead generation, and email marketing, boosting productivity and communication.
- My customer support background enhances my problem-solving skills, resulting in high satisfaction ratings.
- I thrive in remote environments, excelling in data entry, CRM systems, marketing research and analysis. I'm flexible and I like to take charge, always working to improve efficiency and how well things work. My key strengths are strong Communication Skills, Negotiation, Customer service and Relationship building.

## Work Experience

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**Executive Sales Associate**  
**Platinum Credit**

**Feb 2020 - date**  
**Remote**

- Acquired over 120 new clients within the first year, contributing to a 25% increase in regional sales.
- Consistently exceeded monthly sales targets by an average of 30%.
- Built and maintained relationships with 100+ clients, ensuring a 90% client retention rate.
- Assisted over 200 clients with loan applications, ensuring 100% compliance with company policies.

- Conducted weekly market analysis, identifying new opportunities that improved lead conversion rates by 20%.
- Delivered 50+ product presentations, resulting in a 40% increase in product adoption

## **Customer Support Representative**

**Platinum Credit**

**August 2018- Jan 2020**

**Remote**

- Provided exceptional customer support to over 150 clients daily via phone, email, and chat, achieving a 98% customer satisfaction rating.
- Resolved customer issues effectively by analyzing problems and offering tailored solutions, resulting in a 30% decrease in repeat inquiries.
- Documented and tracked customer interactions in the CRM system, ensuring accurate data entry and improving reporting efficiency by 25%.
- Collaborated with cross-functional teams to address product feedback and enhance service delivery, contributing to a 15% increase in overall service quality.

## **Skills**

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- Strong organizational skills
- Excellent communication and phone etiquette
- Time management and prioritization
- Data entry and data mining proficiency
- Problem-solving abilities
- Attention to detail
- Email marketing
- Customer relationship management (CRM) experience

## **Education/Certification**

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Kenyatta University

BSc- Social science

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Virtual Assistant Certificate