# ESIN JOHN ASUKWO

📍 Sales | Customer Support | Business Operations | Administrative and Executive Assistant

📧 johnesin001@gmail.com | 📞 +234-8119611353 | 🔗 linkedin.com/in/john-esin

## PROFESSIONAL SUMMARY

Results-driven professional with expertise in Sales, Customer Support, Executive and Administrative assistance, Lead Generation, Business Operations, and Project Management.   
Proven ability to optimize workflows, resolve customer issues, and implement CRM-driven solutions to enhance customer satisfaction and revenue growth.   
Skilled in lead generation, automation, and project coordination, leveraging data-driven strategies to drive efficiency and improve service delivery.

## CORE SKILLS & EXPERTISE

Sales & Business Development – Increased lead conversion rates by 30% using CRM strategies.

Customer Support & Client Engagement – Managed 1,200+ inquiries with a 95% satisfaction rating.

CRM & Data-Driven Sales – Automated workflows in Zoho & HubSpot, reducing response times by 40%.

Project Management & Process Optimization – Streamlined service tracking, improving task completion rates by 25%.

Executive Assistance & Operations – Managed schedules, reporting, and stakeholder communication.

Digital Tools & Automation – Leveraged WhatsApp Business, Trello, and Google Suite for efficiency.

## PROFESSIONAL EXPERIENCE

Sales, Customer Support & Business Operations Associate

📍 MAMA IFY COLLECTION AND CLOTHES | March 2021 - February 2025

- Tracked and converted 500+ leads using Zoho CRM, increasing conversion rates by 30%.

- Managed 1,200+ customer inquiries via WhatsApp Business CRM, improving response times by 40%.

- Implemented a customer feedback system, reducing complaints by 20% and increasing repeat purchases.

- Automated sales and support workflows in HubSpot and Trello, reducing manual tracking by 25%.

- Managed inventory, tracked sales data, and optimized daily operations to enhance efficiency.

Remote Business Development & Client Engagement Specialist (Freelance)

📍 Freelance | June 2023 – Present

- Generated and managed 500+ leads through strategic outreach and CRM-driven automation.

- Utilized HubSpot and Zoho CRM to track client interactions, boosting engagement by 15%.

- Developed and executed email marketing campaigns, increasing client retention by 20%.

- Provided customer support and onboarding assistance, ensuring a 95% satisfaction rate.

- Managed multiple client projects using Trello and Google Suite, improving workflow efficiency.

Director of Academics & Program Management

📍 University of Uyo | 2024 – Present

- Managed academic scheduling and event coordination for 1,000+ students.

- Led projects on student engagement and mentorship programs, improving student satisfaction.

- Oversaw policy implementation and academic workflow improvements.

Executive Assistant & Project Coordinator (Intern)

📍 ABC COMPANY, Lagos, Nigeria | Jan 2023 – May 2023

- Managed 100+ meetings and optimized scheduling, reducing conflicts by 30%.

- Assisted in corporate reporting, data entry, and tracking administrative projects.

- Led coordination efforts for internal process improvements, boosting efficiency by 20%.

Production & Packaging Assistant (Field Worker)

📍 TPPC (The Paper Packaging Company) | Aug 2019 – Jul 2020

- Assembled and packaged paper bags, takeaways, and sandwich packs, ensuring efficiency and quality control.

- Maintained consistent production output, meeting daily and weekly packaging targets.

- Developed strong attention to detail and time management, optimizing workflow and reducing material waste.

## EDUCATION

🎓 Bachelor of Science (BSc) in Insurance – University of Uyo (Expected 2025)

🎓 WAEC Certification (Commercial Studies) – Nigerian Premier College (2017)

## TOOLS & TECHNOLOGIES

📌 HubSpot & Zoho CRM – Automated sales and support tracking, reducing response time by 40%.

📌 Trello & Google Calendar – Managed service projects, improving completion rates by 25%.

📌 WhatsApp Business – Handled 1,200+ customer interactions, increasing engagement by 30%.

📌 Microsoft Office & Google Suite – Created reports, process improvement documents, and training guides.