

# EHIDIAMEN UDEGBE

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📍 Lagos, Nigeria.

## CUSTOMER EXPERIENCE, SALES, & SUPPORT

### WORK EXPERIENCE

#### Remote Reps

December 2021 - Present

#### Sales Executive

- Handled between 80-100 cold and warm calls daily.
- Schedule meetings and presentations with prospects.
- Create, plan, and deliver presentations on company products.
- Track all sales activities in the company CRM system and keep current by updating account information regularly
- Communicate customer and prospect product pain points to appropriate departments
- Develop strong, ongoing relationships with prospects and customers

#### Virtualis

October 2023 - Present

#### Sales Executive

- Worked with several businesses in sales and appointment-setting roles.
- Handled between 60-80 cold and warm calls daily.
- Conducted research on prospects and decision-makers using the company website and 3rd party apps like LinkedIn.
- Track sales activities in the company CRM system and keep current by updating account information regularly

#### Tek Experts (Microsoft)

January 2021 - December 2021

#### Team Lead

- Manage an end-to-end service operations team of 20-30 technical support professionals and their overall performance.
- Act as a key business leader, point of contact for customers, delivery teams, and senior management.
- Manage and coordinate floor operations, technical and non-technical escalations.

#### Tek Experts (Microsoft)

August 2019 - January 2021

#### Windows Technical Support Advocate

- Act as the primary technical contact, delivering technical troubleshooting and problem-solving solutions to Windows OS customers globally.
- Collaborate on cross-team and cross-product technical issues by working with colleagues from other teams as needed to resolve customer-related issues.
- Collaborate with subject matter experts and escalation managers when additional support is needed.

#### krafthouse Media

Oct 2018 - March 2019

#### Business Development Executive

Contributed to the success of SMEs by cultivating and maintaining strong industry and customer relationships in order to take advantage of opportunities as they present themselves.



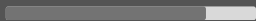
### ABOUT ME

A customer-centric, result-oriented, self-motivated, proactive team player with strong work ethics and an enthusiastic outlook to work and people. Interested in a career in customer services and experience.

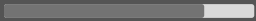
Experienced in customer service, relationship management, and sales. Seeking to gain exposure and professional experience in a challenging environment that encourages creativity and continuous learning.

### SKILLS

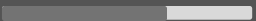
#### CUSTOMER SERVICE & CLIENT RELATIONS



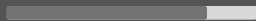
#### COMMUNICATION



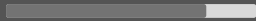
#### WINDOWS OS & MS OFFICE SUITE



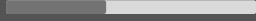
#### ORGANIZATION & TEAMWORK



#### PROBLEM SOLVING & DECISION MAKING



#### GRAPHICS DESIGN



## WEBSITE & SOCIAL LINKS

### Linkedin:

<https://www.linkedin.com/in/ehidiamen-udegbe-7bb366147/>

## HOBBIES

- Travelling
- Arts
- Charity & community development

## EDUCATION

### UNIVERSITY OF BENIN

Benin  
2011 - 2015

Bachelor of Arts  
International Studies & Diplomacy

- Bachelor's project: International Diplomacy in the Korean Crisis 1950-1953.

## CERTIFICATIONS/TRAINING

### INTERNATIONAL BUSINESS MANAGEMENT INSTITUTE (IBMI)

TEK EXPERTS  
Sept 2019

BANK OF INDUSTRY  
July 2018

Leadership and Team Development  
May 2024 (in-view)

Essential Management Skills  
May 2020

Microsoft Windows Certified  
Technical Support Advocate

Graduate Entrepreneurship  
Training

## PROJECTS

### IKOYI GOLF CLUB

Lagos  
July 2019

#### Summer Experience Camp

A member of a team of 4 who organized fun games and educational activities for kids between ages 3-16 years after golf training, daily.

### LOOPING VR

Lagos  
July 2016 - Dec 2016

#### Virtual Reality Gaming

- A member of one of the teams to pioneer Virtual Reality experience in Nigeria
- Identified and generated sales lead for the project.
- Engineered the most profitable outing for the project

## VOLUNTEER AND LEADERSHIP EXPERIENCE

### TOGETHER FOR NEEDS CHARITY

Lagos  
February 2019 - Present

Participate in the organizational activities for the group and assist with fieldwork that aims to eradicate poverty, empowerment of women and the girl-child, Social Protection for Underserved Persons specifically; Widows, Orphans, PWDs and the Elderly.

### NATIONAL YOUTH SERVICE CORPS

Oyo  
July 2017 - Jun 2018

Senior secondary school educator in Civic Education and Economics.