

Paul Olatunji

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Operations & Client Execution Specialist

Sales Operations | Workflow Coordination | CRM Support | Client Coordination

Operations and client execution professional with experience coordinating **100+ high-value commercial transactions (N2M–N80M range)** across automotive sales and institutional B2B environments. Experienced in managing end-to-end client lifecycle processes including deal coordination, CRM pipeline tracking, financing support, logistics execution, and post-sale client engagement.

Skilled in improving transaction flow consistency, structuring follow-up systems, and coordinating cross-functional workflows that improve client experience and deal progression. Strong exposure to high-volume client pipelines, service recovery processes, and operational coordination in fast-paced client-facing environments

Core Competencies

- Sales Operations & Deal Execution
- Client Lifecycle Coordination
- CRM & Pipeline Management (HubSpot)
- Workflow & Deal Coordination
- Client Communication & Relationship Management
- Service Recovery & Retention Support
- Executive & Administrative Support
- Logistics & Transaction Coordination
- Process Documentation & Workflow Structuring
- Cross-functional Operations Coordination
- Google Workspace (Docs, Sheets, Calendar)
- Notion | Trello | Jira | Miro

Professional Experience

Auto Sales Consultant

March 2021 – Present, Fagba, Lagos Nigeria

Gapsoman Autos Nig Ltd

- Coordinated end-to-end sales operations for high-value vehicle transactions ranging from N2M to

₦80M, ensuring structured execution across client engagement, negotiation, inspections, and delivery processes

- Supported **100+ completed vehicle transactions**, including premium deals exceeding ₦50M
- Managed active daily client pipeline of **15–30 inbound inquiries**, maintaining structured follow-ups across WhatsApp, referrals, and social channels
- Improved deal progression consistency by implementing structured communication and follow-up workflows across client interactions
- Coordinated vehicle inspections, logistics, documentation, and ownership transfer processes across multiple locations
- Supported financing coordination and trade-in structuring to enable successful deal completion
- Executed client recovery initiatives by rebuilding trust through structured communication and resolution follow-ups
- Conducted VIN verification and documentation checks to improve transaction transparency and reduce client risk perception
- Built repeat sales and referral-driven opportunities through consistent relationship management and post-sale engagement

Sales & Administrative Assistant

Jan 2020– June 2020, Port Harcourt, Rivers Nigeria

Halomedical Systems Limited

- Supported sales and administrative operations for medical equipment distribution to government hospitals
- Coordinated client communication, documentation, and proposal preparation for B2B procurement processes
- Assisted logistics coordination to ensure timely delivery of medical equipment across institutional clients
- Contributed to tender documentation and business proposal preparation within structured procurement workflows
- Gained exposure to institutional sales cycles, procurement processes, and cross-functional operational coordination

Selected Operations & Workflow Projects

PrimeFleet Executive Mobility Platform

Product Operations & Workflow Coordination

- Supported workflow structuring for an executive mobility platform focused on operational coordination and booking reliability
- Contributed to process documentation, workflow mapping, booking flow logic, and operational process refinement
- Assisted with user flow validation, testing coordination, and workflow improvement initiatives
- Collaborated across cross-functional project activities involving operational planning and customer experience considerations

Client Recovery & Retention Optimization

- Designed structured client recovery communication flow to rebuild trust after service breakdowns

- Improved response consistency and issue resolution coordination across client interactions
- Supported retention efforts through proactive communication and structured follow-up systems

Client Financing & Deal Execution System

- Structured financing coordination workflow to improve deal progression and reduce transaction delays
- Coordinated client communication, documentation follow-ups, and approval tracking across multiple stakeholders
- Improved consistency of deal closure process through structured follow-up execution

Healthbridge Lite

Workflow Planning & Operations Support

- Assisted in structuring workflow planning for a digital health coordination solution
- Supported user flow mapping, feature documentation, and operational process structuring
- Contributed to PRD-style documentation for system workflow clarity and execution planning

Tools & Technologies

- CRM: HubSpot CRM
- Project Tools: Trello | Notion | Jira | Miro
- Communication: Slack | Zoom | WhatsApp Business
- Productivity: Google Workspace (Docs, Sheets, Slides, Calendar)
- Design Support: Canva | Figma (basic workflow support)

Education

Bachelor Of Science (BSc.) Chemistry

University of Lagos,, Yaba

October 2014– June 2019

Certifications

- HubSpot Sales Software Certification — HubSpot Academy
- Scrum Fundamentals Certified (SFC) — SCRUMstudy
- OnePageCRM Sales CRM Certification — OnePageCRM
- Product Management Certification — TechCrush