

# Shedrack Krinbut

## *Business Manager*

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Business Manager with a proven track record of driving growth, optimizing operations, and maximizing profitability. Skilled in strategic planning, team leadership, and fostering strong client relationships. Adept at identifying opportunities for business expansion and implementing effective solutions to achieve organizational objectives. Possess strong analytical skills and a comprehensive understanding of business dynamics.

## Experience

### Business Manager Code Plateau

2023 - Present

- Led a team of [number] professionals in executing business strategies and achieving targets.
- Developed and implemented strategic plans to drive business growth and expand market presence.
- Analyzed market trends and competitor activities to identify opportunities for product development and market positioning.
- Established and maintained relationships with key partners, negotiating contracts and ensuring high levels of customer satisfaction

### Business Manager (Remote) GrowthExperto

2021 - 2023

- Increased profitability by 9% in 6 months.
- Slashed costs 18% through creating businesswide idea program which was focused on acquiring clients with minimal expenses
- Developed and implemented a customer feedback collection strategy to improve customer satisfaction
- Developed and implemented a sales training program focused on best practices and upselling. This program helped the sales agent to increase sales

### Customer representative intern Smartweb Nigeria Limited

2019 - 2021

- Provide courteous and efficient service to customers, addressing inquiries and resolving issues promptly
- Manage a high volume of customer interactions through various channels, including phone and email.
- Collaborate with cross-functional teams to ensure timely and accurate resolution of customer concerns.
- Maintain detailed records of customer interactions and transactions.

## Education

2017 - 2023

University of Jos

Bachelor of Science, Business Administration

## Certificates

- Aws Cloud Practitioner (2021)
- Evidence of Data Collection for problem solving (2021)
- Web Analytics (2021)
- Digital Marketing (2020)
- Cisco cyber security (2021)
- Product Analytics (2023)
- Into to Business Management (2020)
- Product Led Growth (2023)
- Communication and interpersonal skills at work (2021)

## Skills

- Customer services
- Customer Acquisition
- Team collaboration
- Microsoft Office
- Market Research
- Administrative support
- Team collaboration
- Organizational skills
- Project Management
- Business Development