

## JENNIFER OLUWAFEYIKEMI

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Phone: +2349024605742 | Location: Lagos, Nigeria (Remote-Ready)

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### Professional Summary

Proactive and client-focused Customer Support Specialist with 4+ years of experience across virtual assistance, customer service, and real estate administration. Demonstrates expertise in resolving client issues via phone, chat, and email, with a 95%+ first-contact resolution rate. Skilled in using CRM tools like Salesforce and Sniper CRM to streamline communication and support. Noted for boosting customer satisfaction scores, maintaining service level agreements, and driving business efficiency.

### Core Competencies

Customer Support (Phone & Chat) | CRM Management | Client Engagement | Salesforce | Sniper CRM | Administrative Support | Email & Social Media Communication | Problem Resolution | Real Estate Documentation | Microsoft Office Suite | Content Creation (Canva, CapCut) | Time Management | Order Tracking | Team Collaboration

### Professional Experience

#### Real Estate Sales & Administrative Support Specialist

Kemidoverealty / Rehoboth Crest Homes (Per Time) | Lagos, Nigeria | 2023 – Present

- Managed over 200 client inquiries monthly via WhatsApp, Instagram, and Email with a 92% satisfaction score.
- Generated 1,000+ content interactions in one month through CapCut video edits and real estate visuals.
- Closed 10+ property deals and maintained Salesforce records with 100% data accuracy.
- Delivered educational briefs to 50+ prospects on property documentation and legal features like cornerpiece plots.

## **Administrative & Virtual Assistant Specialist**

Emman and John ( Full Time) | Remote | 2021 – 2023

- Handled daily scheduling, reporting, and communication tasks, improving workflow efficiency by 30%.
- Conducted 100+ screening calls and successfully matched candidates to positions with 85% retention rate.
- Organized 1,000+ digital records and maintained confidentiality in all HR operations.
- Followed up on 90%+ pending client issues within 24 hours using Slack and Mailchimp.

## **Customer Service Representative**

Choicemart (Full-Time) | Remote, Nigeria | 2019 – 2021

- Resolved up to 50 customer calls per day, maintaining a 97% first-contact resolution rate.
- Logged and tracked 100% of interactions in Sniper CRM and Salesforce for audit accuracy.
- Surpassed daily response targets consistently and improved CSAT (Customer Satisfaction Score) by 15%.
- Demonstrated strong empathy and problem-solving skills across diverse customer queries.

## **Education**

### **B.Sc. in Public Administration**

University of Calabar, Nigeria | 2015 – 2019

## **Certifications & Training**

- Practical Business Management (Finance & Leadership focus)
- Real Estate Sales & Ethics (Land measurement, client relations, documentation)

## **Technical Tools / Software Skills**

Salesforce | Sniper CRM | Microsoft Excel | Slack | Mailchimp | Google Workspace | Canva | CapCut | Google Analytics | WhatsApp Business | Trello | Zoom

## **References**

Available upon request.