

ANONYMOUS CV

Professional Summary

Results-driven customer support and digital communication professional with experience in banking,

telesales, and online client engagement. Skilled at managing customer concerns, improving online

brand perception, and driving conversions through clear communication. Strong ability to analyze

engagement trends, manage conflicts, and maintain professionalism under pressure.

Core Skills

- Customer Support & Client Relationship Management
- Social Media & Community Management
- Conflict Resolution & Complaint Handling
- Digital Sales & Lead Conversion
- Telesales & Cold Calling
- Content Writing & Engagement Strategy
- CRM Tools & Social Listening
- Problem-Solving & Emotional Intelligence

Work Experience

Digital Sales Agent – Access Bank Plc

- Managed client communication and educated customers on digital banking solutions
- Resolved inquiries through calls, chats, and social platforms
- Drove onboarding and product adoption targets
- Handled difficult customers with calm, empathy, and clarity
- Escalated high-risk issues and ensured timely resolution

Telesales Representative – IrokoTV

- Contacted prospects to promote subscription services

- Handled objections and converted leads through persuasive communication• Provided customer support and guided users through product usage
- Documented customer feedback to improve service delivery

Customer Support / Social Media Assistant (Freelance)

- Monitored comments, DMs, and public engagement
- Responded to negative reviews professionally
- Created social content and analyzed engagement patterns
- Identified causes of low reach and optimized content strategy

Education

OND – Lagos State Polytechnic

Professional Reference

Reference available upon request