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Professional Summary

Enthusiastic Client Engagement and Virtual Support Specialist with 2+ years of experience in digital communication, customer service, and CRM management. Skilled at creating positive client experiences, managing web content, and optimizing online interactions for better engagement and retention. Passionate about helping clients navigate services with ease and confidence.

Core Skills

- Client Communication & Live Chat Support
- Website Content Management (WordPress, Wix)
- CRM & Data Management (HubSpot, Zoho)
- SEO Basics & Content Optimization
- Email & WhatsApp Outreach
- Workflow Coordination

Professional Experience

Client Support & Appointment Setter

Luxury City Hotel | 2022–2024

- Engaged clients via email and phone, providing clear information and ensuring satisfaction.
- Assisted in scheduling and follow-ups to maintain smooth communication.
- Managed customer records and feedback to improve service quality.

Digital Skills Training

Digital Witch | 2024

- Trained in digital communication, CRM tools, and web optimization basics.

Certification

- Digital Skills Certificate (CRM, Automation & Customer Support) — 2024

Reference

Available upon request.