

PROFESSIONAL SUMMARY

Enthusiastic and customer-focused professional with 4+ years of experience in customer service, client relations, and digital brand support. Skilled at engaging customers, handling inquiries, and building meaningful relationships that drive satisfaction and sales. Known for a friendly approach, strong communication, and the ability to manage orders and follow-ups with precision. Adept in Microsoft Office Suite, CRM tools, and modern communication platforms. Passionate about helping customers find value in products and ensuring every interaction leaves a lasting impression.

CAREER OBJECTIVE

To obtain a remote customer service position where I can apply my communication skills, empathy, and 4+ years of experience in client support to deliver exceptional customer experiences across global markets, strengthen client relationships, and contribute to a company's growth while advancing my professional development in a dynamic, tech-driven environment.

Vomp Marketplace

Social Media Manager

Nov. 2024 – July 2025

- Developed customer engagement strategies that boosted brand visibility and repeat patronage. Created relatable product content that increased audience interaction by 30%.
- Monitored and responded to customer feedback and DMs to strengthen relationships.
- Collaborated with marketing teams to convert online engagement into sales leads.

In Search of the Golden Fleece

Author's Project Assistant

Nov. 2024 – August 2025

- Served as a liaison between the author, editors, and publishers, ensuring clear communication and timely updates.
- Conducted research, reviewed manuscripts, and managed correspondence to maintain project quality.
- Delivered progress reports and maintained professionalism across multiple stakeholders.

Dream Center Trybe

Community Support Manager

Sept. 2024 – Nov. 2025

- Managed community interactions and responded to inquiries, fostering trust and engagement.
- Conducted regular check-ins with members to assess satisfaction and improve experience.
- Provided feedback reports that helped enhance overall service operations.

Bills Foods

Customer Support Associate

Feb. 2024 – Dec. 2025

- Delivered responsive, friendly, and solution-oriented service through email and chat.
- Managed customer complaints, exchanges, and orders with empathy and efficiency.
- Supported the team in streamlining order management, improving turnaround time.
- Contributed to maintaining customer loyalty through prompt issue resolution.

Skills & Interests

Customer Service: Communication, order handling, issue resolution, follow-ups

Sales Support: Product knowledge, customer persuasion, relationship building

Technical Tools: Microsoft Office (Excel, PowerPoint, Word), Google Workspace, Trello, HubSpot, Zendesk

Communication Platforms: WhatsApp Business, Slack, Zoom, Google Meet

Soft Skills: Empathy, professionalism, time management, multitasking

Language: English

Interests: Fashion and accessories, Creative storytelling, Customer engagement, Movies, Research.

PROFESSIONAL REFERENCE

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