

BLESSING GABRIEL EKANEM

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PROFESSIONAL SUMMARY

A dedicated and performance-driven Customer Service & Operations Specialist with a proven record of enhancing client satisfaction, improving retention, and optimizing service processes. Adept at managing inquiries, resolving issues efficiently, and strengthening customer loyalty through professionalism and empathy. Recognized for exceeding expectations, driving measurable results, and maintaining the highest standards of service excellence.

CORE COMPETENCIES

Customer Relationship Management | Problem Solving & Issue Resolution | Communication & Interpersonal Skills | Process Improvement | CRM Tools (HubSpot) | Data Reporting | Operational Coordination | Team Collaboration | Microsoft Office & Google Suite | Client Retention Strategy

PROFESSIONAL EXPERIENCE

CERTIFICATION EDGE

Customer Service & Operations Specialist (NYSC) — Oct 2024 – Jul 2025

- Managed 20–30 client inquiries daily via email, WhatsApp, and phone, achieving a 30% faster response turnaround.
- Enhanced customer retention by 40% through personalized service and follow-up strategies.
- Contributed to an 85% reduction in payment processing errors through accurate documentation and proactive verification.
- Developed and issued 2,000+ client certificates using Canva, ensuring timely delivery and record accuracy.
- Acted as Zoom Admin for all live training sessions, resolving technical issues and ensuring smooth client experiences.
- Exceeded expectations: Identified a recurring service gap, mapped an internal solution, and presented it to management, resulting in a 20% profit increase, 30% customer satisfaction boost, and 15% rise in client retention and referrals.

EXPRESSION & COMMUNITY MANAGER (HRM Nigeria / PMP Expert) — Mar 2025 – Jul 2025

- Organized and moderated monthly webinars, achieving a 70% attendee conversion rate through strategic outreach and relationship management.
- Managed 100–150 daily client calls, providing support, resolving issues, and generating 200+ new leads in one week.
- Collaborated with cross-functional teams to improve client experience and strengthen community engagement.

MITAL HOMES

Executive Assistant / Client Relations Support — Feb 2021 – May 2022

- Strengthened customer loyalty through proactive communication and follow-ups, leading to a 15% increase in client retention.
- Supported marketing campaigns through digital listings and social media coordination, boosting property inquiries by 20%.
- Maintained accurate client and transaction records, ensuring transparency and operational efficiency.

UNIVERSITY OF LAGOS – WORKS & PLANNING UNIT

Quality Control Intern — 2023

- Conducted data analysis and compliance checks, leading to a 25% improvement in quality indicators within three months.
- Gained attention to detail and process accuracy transferable to customer documentation and reporting.

EDUCATION

B.Sc. Chemistry — University of Lagos, Yaba, Lagos (2023)

CERTIFICATIONS & TRAINING

- **Agile and Scrum** – Certification Edge (2025)
- **Business Analysis** – Certification Edge (2025)
- **Social Media Marketing** – HubSpot Academy (2025)

- **Video Editing** – Denny-Tech Digital Academy (2025)
- **HR Beginners Course** – Certification Edge (2025)
- **Adobe Photoshop & Lightroom** (2025)

TECHNICAL PROFICIENCIES

Microsoft Office Suite (Word, Excel, PowerPoint) | HubSpot CRM | Canva | CapCut | Google Sheets | Data Analysis | 3D Animation | Zoom Administration

VOLUNTEER EXPERIENCE

Adullam Media Team — Photo Editor (Jun 2025 – Jul 2025)

- Edited and enhanced over 1,000+ photos under tight deadlines while ensuring brand consistency.
- Collaborated with creative teams to ensure high-quality visuals for publication.

REFERENCES

Available upon request.