

Curriculum Vitae – Client Engagement Specialist (Web Optimizer)

Professional Summary

Client Engagement Specialist with proven experience in customer support, CRM management (Zendesk, Freshdesk), and basic web/digital support. Skilled in handling client inquiries via email, chat, and social media while maintaining accurate records. Strong communicator fluent in English and Pidgin, with experience improving client satisfaction and engagement.

Core Skills

- Multi-channel client support (Email, Chat, WhatsApp, Social Media)
- CRM management & client onboarding
- Basic website management (WordPress, Wix)
- Canva for content creation & basic SEO
- Microsoft Excel & Google Workspace
- Lead follow-up, record keeping, and documentation

Professional Experience

Customer Care Representative – iSON Xperiences (Sunking Project)

2025 – Present

- Handle 50+ daily client inquiries with 95% satisfaction
- Provide accurate product/service information and guide clients through solutions
- Maintain detailed records in CRM systems and follow up for feedback
- Troubleshoot issues, reducing resolution time by 30%

Business Assistant – Private Organization (2022)

- Managed client communications, schedules, and digital filing systems
- Supported daily operations with professionalism

Receptionist (SIWES Intern) – Federal Cooperative College (2021)

- Assisted 30+ visitors daily and managed administrative files

Education

Ordinary National Diploma (OND) – Home and Rural Economics
Federal Cooperative College, Ibadan | Upper Credit

Professional Reference

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