ABIOLA OLANIYAN

Customer Support | Community Assistance | Client Communication

Lagos, Nigeria | +234 915 265 6407 | abiolaolaniyan500@gmail.com

PROFESSIONAL SUMMARY

Motivated and people-oriented aspiring Customer Support and Community Assistant with strong communication skills, a willingness to learn, and a genuine interest in helping customers have positive experiences. Skilled at responding thoughtfully to questions, resolving concerns, and maintaining a professional and respectful tone.

Currently developing practical knowledge in customer support, virtual assistance, and digital communication, with an understanding of customer service platforms and remote-work practices. Seeking the opportunity to contribute and grow in any field applied to.

RELEVANT EXPERIENCE

Customer Support & Virtual Assistance Trainee — *Digital Witch Training Institute — Online Training*

- Completed practical online training in Customer Support and Virtual Assistance.
- Developed knowledge of professional customer communication and client relationship management.
- Learned how to respond to customer enquiries clearly, professionally, and empathetically.
- Gained an understanding of customer support processes, including handling complaints, resolving customer concerns, and escalating issues when necessary.
- Developed skills in administrative support, online research, communication, and task management.
- Learned the fundamentals of working effectively in a remote environment, and gained familiarity with digital tools and platforms used in customer support and virtual assistance.

VOLUNTEER EXPERIENCE

Volunteer Photographer — *Church Community Volunteer*

- Supported church activities and events as a volunteer photographer, working with community members to capture and document events effectively.
- Developed strong attention to detail and an understanding of people's needs and expectations.
- Worked collaboratively with other volunteers during events, demonstrating reliability, creativity, time management, and professionalism.

Volunteer Teacher — *Church Community Volunteer*

- Taught children in a church community setting, communicating lessons and ideas in a simple, clear, and engaging manner.
- Demonstrated patience, empathy, active listening, and the ability to work effectively with different personalities.
- Created a welcoming environment that encouraged participation and interaction, building strong interpersonal and communication skills.

EDUCATION & TRAINING

Cinematography Training — *YSA Cinematography School*

- Completed practical training in cinematography and visual storytelling.
- Developed skills in photography, visual composition, creativity, and attention to detail.
- Participated in practical projects requiring teamwork, communication, planning, and adherence to deadlines.

KEY SKILLS

- Customer Support, Community Engagement, Virtual Assistance, Client Communication
- Written & Verbal Communication, Active Listening, Problem Solving

- Conflict & Complaint Handling, Empathy & Patience
- Administrative Support, Online Research
- Teamwork & Collaboration, Time Management, Attention to Detail
- Remote Work, Fast Learning & Adaptability

AVAILABILITY

Available for remote contract work and flexible working hours. Comfortable working independently and managing responsibilities in a performance-based environment.

REFERENCES

Available upon request.