FAVOUR GODFREY

Customer Support Representative

08054659288 ellafaive@gmail.com Ibadan, Oyo State, Nigeria

SUMMARY

Results-oriented and detail-oriented professional with strong communication, interpersonal, and problem-solving skills. Demonstrates a commitment to delivering high-quality customer service, addressing enquiries professionally, and supporting positive customer relationships. Proficient in computer applications, digital communication tools, and information management, with the ability to adapt to new systems and work effectively in a team. Seeking a remote Customer Service Representative position to contribute to customer satisfaction, efficient service delivery, and organisational success

KEY ACHIEVEMENTS

Enhanced Data Quality

Increased digital record accuracy by 30% in 3 months.

Customer Satisfaction Leader

Resolved 150+ customer enquiries monthly with 98% satisfaction rate.

Product Knowledge Expert

Boosted product knowledge retention by 20% through educational materials.

Social Media Strategist

Managed social media campaigns growing engagement by 40%.

EXPERIENCE

Data Entry Intern

Novi-Agro Ltd

01/2026 - 03/2026 Ibadan

- Entered and updated information in digital records and spreadsheets
- Checked data for accuracy and consistency
- Organised records to support efficient information retrieval and record keeping
- Used computer applications to complete assigned data entry tasks
- Maintained attention to detail when handling information

Customer Support & Brand Operations Expert

NatureSure Hairs and Beauty Hub

10/2025 - Present Ibadan

- Respond to customer enquiries about hair-care products, usage, and product suitability
- Provide clear product information and guidance to help customers make informed purchasing decisions
- Manage customer-facing communication through WhatsApp Business and social media platforms
- Support product enquiries and ordering processes while maintaining professional communication and a positive customer experience
- Build customer trust through educational content, attentive communication, and customer-focused brand engagement

EDUCATION

B.Sc Technology Industrial and production engineering

University of Ibadan

08/2022 - Present Ibadan

SKILLS

Problem solving | Verbal and Written Communication | CRM and Customer Support Tools | Time Management and Organization | Data Entry and Record Management | Adaptability and Conflict Resolution | Active Listening and Empathy | Teamwork and Collaboration