# EGOWA FAVOUR

## CUSTOMER SERVICE REPRESENTATIVE

Lagos, Nigeria | 09046828517 | egowafavour8@gmail.com
Agege / Iju Road | Available immediately

## PROFESSIONAL SUMMARY

Customer-focused and detail-oriented freelance customer support professional with experience assisting customers through WhatsApp, email, and live chat. Skilled in communication, complaint handling, inquiry management, and problem-solving. Holds an Ordinary National Diploma (OND) in Science Laboratory Technology, bringing strong analytical, organizational, and documentation skills. Motivated to deliver excellent customer experiences and contribute to service excellence.

## WORK EXPERIENCE

**Freelance Customer Support Associate | Self-Employed, Lagos**

January 2024 – Present

- Respond to customer inquiries via WhatsApp, email, and live chat in a professional and timely manner.
- Assist customers with questions, complaints, and order-related concerns.
- Maintain accurate customer records and follow up on unresolved issues.
- Communicate with patience and empathy to support positive customer experiences.
- Manage multiple inquiries and work calmly under pressure.

## EDUCATION

**Ordinary National Diploma (OND), Science Laboratory Technology**

Osun State College of Technology (OSCOTECH), Esa-Oke, Osun State | 2024–2026

**Senior Secondary School Certificate (SSCE)**

Estate Senior Grammar School, Lagos State | 2020

## KEY SKILLS

Customer Support & Complaint Handling • Verbal and Written Communication • Active Listening & Empathy • Problem-Solving • Customer Relationship Management • Microsoft Word & Excel • Google Workspace • Email and Live Chat Support • Data Entry & Documentation • Time Management • Multitasking • Teamwork

## PERSONAL ATTRIBUTES & ADDITIONAL INFORMATION

Reliable • Honest • Patient • Fast Learner • Calm Under Pressure

**Languages:** English and Pidgin English | **Availability:** Immediate | **Work preference:** Full-time, onsite