OWOLABI AYOMIKUN GOODLUCK
Oyo State, Nigeria
+2348138444646 | owolabiayomikungoodluck@gmail.com

PROFESSIONAL SUMMARY

Motivated and organized graduate with a B.Sc in Economics, Google Digital Marketing and HubSpot Service Hub certifications. Experienced in Management, Customer Service, and Virtual Assistant tasks. Skilled in training, client communication, CRM, email and calendar management, and workflow organization. Passionate about helping people learn practical skills to build sustainable careers in remote work and freelancing.

WORK EXPERIENCE

Management - Shining Glory
Present

- Manage daily operations and customer relationships, ensuring clients receive prompt support and satisfaction.
- Handle customer inquiries, follow up on client needs, and resolve issues to maintain strong relationships.
- Coordinate with team members to improve service delivery, organize schedules, records, and documents.
- Support business growth through excellent communication and customer care.

EDUCATION

B.Sc in Economics
University of Abuja

CERTIFICATIONS

- Google Digital Marketing Certification
- HubSpot Service Hub Software Certification
- HubSpot Academy - Inbound Sales / Customer Service

SKILLS

- Virtual Assistant Support
- Customer Service & Client Relations
- Training & Teaching
- Email & Calendar Management
- Document & Data Management
- Project Management & Workflow Tools
- Research & CRM (HubSpot)
- Communication & Organization
- Google Workspace / Microsoft Office
- Remote Work & Freelancing

LANGUAGES

English - Fluent
Yoruba - Fluent