James Oluwaseun Praise

Customer Service Representative

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Professional Summary

Customer-focused service professional with 3+ years of experience in customer support, client relations, and sales follow-up across WhatsApp, Instagram, email, and phone. Skilled in handling high volumes of customer inquiries, resolving complaints with empathy, and converting leads into paying clients, consistently closing 3 to 4 clients monthly. Grew a brand's Instagram following by 50% and managed 5 customer-facing social accounts. Trained on helpdesk and CRM platforms including Zendesk, Freshdesk, Zoho Desk, HubSpot, and Bitrix24. Strong written and verbal communicator with active listening and patience under pressure.

Education

Bachelor of Science (B.Sc.) in Home Science and Management
Federal University of Agriculture, Makurdi, Nigeria | 2021 – 2024

Professional Experience

Customer Service Representative / Community Manager (Volunteer)
Phronesis Readers Club (Remote) | August 2026 – October 2026

- Engaged book club members daily as community manager, answering questions and keeping members active and participating.
- Processed requests and feedback from club leaders and adapted deliverables promptly to meet expectations.
- Delivered daily content on a consistent schedule and shared event announcements so members received clear, accurate information.
- Brought new people into the club through outreach and member engagement.

Customer Service Representative (Intern, Remote)
Lamb Culture Collective | August 2026 – October 2026

- Followed client briefs and implemented feedback and revisions efficiently to deliver work that met expectations.
- Worked remotely, communicating with the team and meeting deadlines to deliver assignments on time.

Customer Service Representative
Phoenix Global Travel Services, Abuja | January 2026 – July 2026

- Responded to client inquiries from paid ads on WhatsApp and Instagram, explained travel services, and guided clients from first contact to confirmed sale.
- Closed 3 to 4 travel clients every month against a monthly target of 4 through consistent follow-up calls and sales conversations.
- Collaborated with the marketing team to engage and follow up with every lead they generated, improving lead-to-sale conversion.
- Kept customer-facing channels active and engaging with regular content, supporting customer inquiries.
- Coordinated a lifestyle branding project with the team, managing communication from client brief to final delivery.

Customer Service Representative
Apex Metonoia Realty and Construction, Abuja | February 2025 – December 2025

- Responded to client DMs on Instagram and WhatsApp and made follow-up calls after sharing business details, closing clients for construction and interior design services.
- Handled customer inquiries on land, construction, interior design, and furniture sales, including those from paid ads.
- Managed 5 social media accounts (1 real estate, 4 interior design), maintaining consistent brand messaging and audience engagement.
- Increased Instagram followers by 50% through consistent content and audience interaction.
- Represented the company in investor meetings and supported a company rebrand.

Customer Service Representative / Founder
Witty Works (Independent Studio) | 2023 – 2024

- Managed client communication across the full project lifecycle, from collecting briefs to progress updates, revisions, and on-time delivery.
- Delivered content scripts, social media and magazine layouts, and videos for multiple clients to agreed standards.

Customer Service Representative / Cashier
Letoha Grand Bakery and Restaurant, Makurdi | July 2022 – February 2023

- Served customers directly at the point of sale, taking orders accurately and answering questions quickly and politely in a fast-paced environment.
- Used Excel to input and track customer orders, keeping sales records accurate and up to date.
- Processed cash payments, gave correct change, and issued bills and receipts for every sale.
- Counted cash at the end of each shift and reconciled it against recorded sales to ensure accuracy.

Skills

Technical Skills

- Zendesk, Freshdesk, Zoho Desk (helpdesk tools)
- Customer relationship management (CRM)
- WhatsApp, Instagram, email & phone support
- Microsoft Excel, Google Workspace
- Customer records & data entry
- HubSpot, Bitrix24 (CRM tools)
- Ticket and inquiry handling
- Order processing, cash handling & billing
- Social media platforms & ad tools
- Canva

Soft Skills

- Customer service & customer support
- Written & verbal communication
- Complaint resolution & de-escalation
- Lead follow-up, sales closing & upselling
- Attention to detail
- Adaptability
- Client relations & relationship building
- Active listening & empathy
- Problem-solving
- Time management & multitasking
- Teamwork & remote collaboration
- Patience under pressure

Certificates

Customer Relationship Management Course, Simplilearn SkillUP | November 2026
Social Media Marketing Training, Mega Skills Academy | 2025