Mercy Rebecca Micheal

Customer Support Representative

angelmercy1234@gmail.com +2349046219005 C 18, Irepodun Street, New Airport, Ibadan.

linkedin.com/in/mercy-micheal-045516313

Summary

I am a customer support representative with 10 years of experience helping businesses work smarter. I have improved efficiency by 80%, reduced turnaround time by 60%, and delivered insights that boosted results by 90%. Skilled in High Level, Excel, Google Sheets, Apollo,Calendly, Zendesk, Zoom, I focus on building systems that are clear, practical, and scalable.

Experience

Admission officer, GIMR 04/2026
Remote

- I admitted students and coordinated directly with administrative heads, academic departments, and candidate support teams to align evaluation criteria, resulting in a more efficient admissions pipeline.
- I also boosted overall student enrollment rates through targeted, proactive communication strategies, securing early commitments from accepted candidates prior to final deadlines.

Customer Support Representative, *eTutors Nigeria Limited* 05/2025
Remote

- Managed email + calendar for executives, cutting scheduling conflicts by 30%.
- Streamlined workflows using Excel and Sheets, saving team 10+ hours weekly.
- Produced weekly reports that improved campaign ROI by 20%.
- Provided exceptional customer support, responding to tickets and improving customer satisfaction by 90%.
- Utilized customer relationship management tools to enhance customer experience.

English Tutor, 09/2013 – 07/2025
The Genius Camp, The Acumen Ventures, The Help-line Schools, The Brilliant College Remote/On-site

- Tutored clients in English Language, improving their communication skills by 98%.
- Designed customized lesson plans to meet clients' needs.
- Provided customer support that improved satisfaction scores by 85%.

Sales Manager, *ROSTALS FARM* 09/2020 – 05/2021
Remote

- Coordinated projects across sales and production teams,ensuring deadlines were met.
- Improved task turnaround by 60% with new process systems.

Education & Certifications

HND in Mass Communication, *The Polytechnic of Ibadan* 2017 – 2019

ND in Mass Communication, *Osun State Polytechnic, Iree* 2013 – 2015

Customer Assistant Certificate, *The Digital Witch* 04/2024

CORE COMPETENCIES | KEY SKILLS

Administrative Support
Email and calendar management, data entry, customer support, travel coordination.

Workflow Management
Task delegation, CRM tools, tickets prioritization.

Communication & Problem-Solving
Client interaction, time management, attention to detail, critical thinking.

Data Support
Data entry, database management,reporting, Excel (spreadsheets).

Tech & Software Proficiency
Google Workspace, Microsoft Office Suite, Trello, Asana, ClickUp,Notion.

TOOLS AND TECHNOLOGIES

Productivity & Collaboration
Google Workspace (Docs, Sheets, Slides, Gmail, Calendar, Drive), Microsoft Office Suite (Word, Excel, PowerPoint), Notion, Trello, Asana,Zoom .

Project & Task Management
Asana, Trello, Notion.

Data Management
Excel, Google Sheets.

CRM & Business Tools
HubSpot, Trello,Go High Level.

REFERENCE

Pastor Sarah Kehinde
+2348039426236