OLUWASEUN ELLA DOSUNMU

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PROFESSIONAL SUMMARY

Dedicated and results-driven Customer Service Representative with over 5 years of experience in customer support, call center operations, front desk administration, and client relationship management. Skilled in handling high-volume inbound and outbound calls, resolving customer concerns, providing email and chat support, and delivering exceptional customer experiences in fast-paced environments. Proficient in Microsoft Office, Google Workspace, and remote collaboration tools, with a proven ability to adapt quickly to new CRM systems and technologies. Recognized for strong communication, problem-solving, and organizational skills, with a commitment to delivering outstanding service and contributing to team success in remote and hybrid work environments.

CORE SKILLS

- Customer Service & Customer Experience
- Inbound & Outbound Call Handling
- Email, Chat & Phone Support
- Complaint Resolution & Conflict Management
- Customer Relationship Management (CRM)
- Data Entry & Record Management
- Microsoft Office Suite (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Drive)
- Remote Collaboration (Zoom, Slack, Google Meet)
- Problem Solving & Critical Thinking
- Time Management & Multitasking
- Active Listening & Effective Communication
- Administrative & Virtual Assistant Support
- Adaptability & Team Collaboration

PROFESSIONAL EXPERIENCE

Remote Call Center Agent
Unateus | 2025–2026

- Delivered exceptional customer support by handling inbound and outbound calls in a remote work environment.
- Responded promptly to customer inquiries, resolved complaints and provided accurate product and service information.
- Maintained detailed records of customer interactions using CRM and call management systems.
- Escalated complex customer issues to the appropriate departments while ensuring timely follow-up and resolution.
- Consistently met daily performance metrics, including call quality, response time and customer satisfaction targets.

- Demonstrated excellent communication, active listening and problem-solving skills while delivering a positive customer experience.
- Collaborated effectively with remote team members and supervisors using virtual communication and collaboration tools.
- Managed multiple customer interactions efficiently while maintaining professionalism and attention to detail.

Customer Service Representative &
Abuja Ram Suya — Abuja, Nigeria | 2023-2025

- Delivered exceptional customer service by assisting customers with inquiries, orders and complaints in a fast-paced environment.
- Processed customer orders and payments accurately while maintaining a high standard of professionalism and customer satisfaction.
- Coordinated daily order fulfillment and logistics, ensuring timely preparation, dispatch and delivery of customer orders.
- Collaborated with dispatch riders and kitchen staff to monitor deliveries, resolve delays and ensure efficient order management.
- Maintained accurate records of sales, deliveries, inventory and customer transactions.
- Handled customer feedback and resolved issues promptly, contributing to increased customer loyalty and repeat business.
- Assisted with inventory monitoring and stock replenishment to support uninterrupted daily operations.
- Demonstrated strong multitasking, communication and problem-solving skills while meeting daily operational targets.

Front Desk & Customer Support Representative

AOA Real Estate Agency — Abuja, Nigeria | 2019–2021

Served as the first point of contact for clients, providing professional customer service and creating a welcoming experience.

- Managed inbound calls, responded to client inquiries, and scheduled appointments and meetings for property consultations.
- Maintained accurate client records, prepared documentation, and performed data entry with a high level of accuracy and confidentiality.
- Assisted clients by providing timely information and directing them to the appropriate team members.
- Managed front desk operations, ensuring a welcoming and organized environment for clients and visitors.
- Resolved customer concerns professionally, contributing to a positive client experience and strong customer relationships.
- Supported daily administrative operations through document filing, record management, and office coordination.

EDUCATION

Diploma in International Relations and Strategic Studies
Ahmadu Bello University, Zaria, Kaduna State
2022

Senior Secondary School Certificate SSCE
Great Heritage College, Lagos State
2017

ADDITIONAL INFORMATION

- Available to work remotely across different time zones, including night shifts, weekends, and public holidays.
- Proficient in Microsoft Office Suite, Google Workspace, Zoom, Slack, Google Meet and other remote collaboration tools.
- Experienced in delivering customer support through phone, email and chat while maintaining professionalism and confidentiality.
- Quick learner with the ability to adapt to new CRM platforms, ticketing systems and business processes.
- Strong internet research, organizational, and time management skills with the ability to work independently in remote environments.
- Fluent in English with excellent verbal and written communication skills.

REFERENCES

References available upon request.