Miracle Elizabeth Oyekola

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SUMMARY

Customer Support professional with experience providing timely and effective assistance through live chat, digital channels, phone and email. Skilled in handling player inquiries, complaints, account and payment-related issues with accuracy, empathy, and professionalism. Experienced with CRM systems, AI productivity Tools, administrative support, and maintaining high customer satisfaction in fast-paced environments. Strong problem-solving, multitasking, and communication skills, with a commitment to delivering high-quality support and meeting performance KPIs.

WORK EXPERIENCE

CUSTOMER SUPPORT AGENT — ROYAL WAY LIMITED (IGAMING)

02/2026 - 09/2026

- Delivered professional and timely support to users via live chat, email, and ticketing systems.
- Handled player inquiries, complaints, and requests with empathy, accuracy, and professionalism.
- Escalated urgent, complex, VIP customer and sensitive cases to the appropriate departments for resolution.
- Ensured strict compliance with internal quality standards and communication guidelines.
- Maintain up-to-date knowledge of games, promotions, policies, and internal procedures.
- Adhered to assigned schedules and consistently met individual performance KPIs, including speed, CSAT, and accuracy.
- Resolved complex account and payment-related issues, ensuring effective resolution and a positive customer experience.
- Identified recurring customer issues and communicated relevant information to internal teams to support service improvement.

CUSTOMER & SALES REPRESENTATIVE — ULTRA BRAINS INSTITUTE

06/2025 – 01/2026

- Engaged prospective clients daily via phone, WhatsApp, chat, and digital channels to generate new sales opportunities.
- Cultivated rapport with prospects by understanding their needs, addressing product queries, resolving concerns, and guiding them to suitable solutions.
- Converted qualified prospects into customers through consultative selling, objection handling, strategic follow-up, and effective deal closure.
- Maintained consistent follow-up with prospects and customers to advance leads through the sales pipeline and recover potential lost sales.
- Managed high volumes of customer interactions, ensuring professional, personalised, and timely communication.
- Maintained accurate customer and prospect records, meticulously tracking interactions, follow-ups, lead statuses, and sales activities within CRM and digital systems.

EDUCATION

Bachelor of Science (B.Ed.) Biology **University of Ibadan**
01/2020 – 02/2024

SKILLS & COMPETENCIES

- CRM & Customer Database Management
- Excellent Written Communication Skills
- Multitasking & Attention to Detail
- Flexible Shift & Night Shift Availability
- Customer Service Excellence
- Independent & Team Collaboration
- Fast-Paced Environment Adaptability
- Problem Solving & Issue Resolution
- AI Productivity Tools
- Microsoft Office(Excel & Word)
- Jire Service Management & Intercom
- HubSpot & Zoho CRM
- Google workspace

INTERESTS

I am passionate about helping people, solving problems, and creating positive customer experiences.

CERTIFICATIONS

- National Discharge Certificate(NYSC)
- Customer Relationship Management Certificate(AQSkills)
- Leadership Skills Certificate(NIDTA)
- Soft Skills Certificate(Jobberman)

REFERENCES - Available upon request