

ENIOLA ALAYO

Lagos

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Remote Customer Support Specialist

- Customer Support & Operations Professional with nearly four years of experience delivering no exceptional customer service across phone, email, chat, WhatsApp, and social media channels. Experienced in customer onboarding, account support, appointment scheduling, complaint resolution, CRM management, administrative coordination, and documentation. Adept at managing high-volume customer interactions, resolving issues efficiently, and building strong customer relationships while maintaining excellent service standards.

Proficient in GoHighLevel (GHL), Zendesk, Salesforce, Zoho CRM, UPDOX, Practice fusion, Google Workspace, Microsoft Office, Microsoft Teams, and Slack. Known for excellent communication skills, attention to detail, problem-solving abilities, and the ability to thrive in remote, fast-paced environments.

WORK EXPERIENCE

Digital process innovation limited

03/2026 - 08/2026

VIRTUAL MEDICAL ASSISTANT / CUSTOMER SUPPORT SPECIALIST (REMOTE)

Full-time

Texas-(Grand Prairie)

- Managed high-volume patient communications across phone, email, SMS, and chat channels, providing timely support and issue resolution.
- Handled inbound and outbound calls, appointment scheduling, confirmations, rescheduling requests, and follow-ups for patients.
- Assisted with patient profile management, electronic prescription requests, physician referrals, and general administrative support tasks.
- Resolved patient inquiries and de-escalated complaints with empathy and professionalism, ensuring a positive customer experience.
- Maintained accurate records and coordinated with healthcare providers to support efficient daily operations and patient care.

Scandic Lion Properties

09/2025 - 04/2026

CUSTOMER SUPPORT & APPOINTMENT COORDINATOR

Part-time

Lagos, Nigeria

- Served as the first point of contact for prospective buyers, responding to inquiries via phone, WhatsApp, email, and other communication channels.
- Scheduled and coordinated property viewings and appointments between prospective clients and the sales team.
- Guided prospective clients through the property purchase process by providing accurate information about available apartments and answering questions.
- Collaborated closely with the sales team to nurture leads, coordinate follow-ups, and support lead conversion into successful property sales.

- Provided ongoing support to existing tenants by addressing inquiries, resolving concerns, and ensuring a positive customer experience.
- Maintained accurate records of customer interactions, appointments, and follow-up activities using CRM systems.
- Worked cross-functionally with internal teams to ensure seamless communication and efficient service delivery.
- Built and maintained strong relationships with clients through responsive communication, professionalism, and excellent customer service.

Affordable Rent To Own

07/2023 - 08/2025

CUSTOMER SUPPORT & OPERATIONS REPRESENTATIVE

Florida, USA

- Responded to customer inquiries regarding housing solutions, applications, and company services.
- Assisted customers with onboarding, account setup, appointment scheduling, and application guidance.
- Managed inbound and outbound customer communications via phone, email, and CRM platforms.
- Maintained accurate customer records and documented customer interactions.
- Coordinated follow-ups and appointments to ensure a smooth customer journey.
- Built strong customer relationships through proactive communication and timely support.
- Worked collaboratively with team members to resolve customer concerns efficiently.

Self-Employed

04/2023 - 06/2025

CUSTOMER SUPPORT SPECIALIST & BUSINESS OWNER

Lagos, Nigeria

- Managed customer orders from placement through delivery while ensuring high levels of customer satisfaction.
- Utilized Zendesk to manage customer inquiries, support tickets, and issue resolution.
- Handled customer inquiries through phone, email, WhatsApp, and social media.
- Coordinated suppliers, logistics partners, and customers to ensure timely order fulfillment.
- Maintained accurate records of customer transactions, orders, and operational activities.
- Resolved customer complaints professionally and implemented follow-up processes that encouraged repeat business.
- Built strong customer relationships through responsive communication and excellent service.

Pisces Properties & Real Estate

03/2022 - 09/2024

CUSTOMER SERVICE REPRESENTATIVE

Abuja, Nigeria

- Managed and resolved over 50 customer inquiries daily via phone, email, and social media while maintaining a 95% customer issue resolution rate.
- Provided customer support to landlords and tenants by responding to inquiries, resolving concerns, and ensuring a seamless customer experience.
- Assisted prospective clients with property information, appointments, and follow-up communication throughout the customer journey.

- Maintained accurate records of customer interactions, service requests, and follow-up activities using CRM systems.
- Addressed customer complaints professionally and collaborated with internal teams to ensure timely resolutions.
- Improved customer engagement and satisfaction through proactive communication and personalized support.
- Generated and nurtured qualified leads while building long-term customer relationships.

EDUCATION

Bachelor of Science (B.Sc.) Public Health

Lead City University

01/2023 - Present

CORE COMPETENCIES: Administrative Support, Appointment Scheduling & Calendar Management, Complaint Resolution & Conflict Management, CRM Management, Customer Onboarding & Account Support, Customer Retention, Customer Success & Client Relations, Customer Support & Customer Experience, Data Entry, Documentation & Record Keeping, Phone, Email, Chat & WhatsApp Support, Problem Solving, Professional Communication, Team Collaboration, Time Management
CRM & Customer Support Platforms: GoHighLevel (GHL), Salesforce, Zendesk, Zoho CRM, Zoho Mail.

Productivity & Collaboration Tools: Google Calendar, Google Workspace, Microsoft Office Suite, Microsoft Teams, Slack, Zoom

Administrative Skills: Appointment Scheduling, Calendar Management, Customer Records Management, Data Entry, Documentation.