

DANIELLA IORUN

CUSTOMER SERVICE | CUSTOMER SUPPORT | CLIENT RELATIONS

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Location: Bayero University, Kano

PROFESSIONAL SUMMARY

Motivated and adaptable university student pursuing a B.Sc. in Geology, with strong communication, interpersonal, problem-solving, teamwork, and leadership abilities. Seeking an entry-level opportunity in Customer Service, Customer Support, or Client Relations. Developed practical customer-service skills through structured self-directed training and AI-assisted customer interaction simulations covering inquiries, complaints, difficult conversations, active listening, empathy, and solution-focused communication. Eager to apply this preparation in a professional environment and grow through hands-on experience.

CORE COMPETENCIES

- Customer Service & Customer Support
- Complaint Handling
- Teamwork & Collaboration
- Time Management
- Client Relations
- Problem Solving
- Leadership & Coordination
- Attention to Detail
- Verbal & Written Communication
- Conflict Resolution
- Professional Communication
- Digital Communication
- Active Listening
- Empathy & Patience
- Adaptability
- Quick Learning

CUSTOMER SERVICE TRAINING & PRACTICE

Self-Directed Customer Service Training | AI-Assisted Practical Training 2025 – Present

- Practiced realistic customer-service interactions through AI-assisted simulations.
- Developed responses to customer inquiries, complaints, service issues, and difficult conversations.
- Practiced active listening, empathy, clarification, and professional communication techniques.
- Developed approaches for de-escalating dissatisfied customers while maintaining a calm and respectful tone.
- Practiced identifying customer needs and providing clear, practical, solution-focused responses.
- Simulated customer-support situations involving complaints, misunderstandings, refunds, service issues, and general inquiries.
- Strengthened communication and problem-solving abilities through repeated scenario-based practice.
- Prepared to apply this training in a real customer-facing environment and continue developing through hands-on experience.

VOLUNTEER EXPERIENCE

Volunteer

Volunteer Activities

- Participated in volunteer activities requiring teamwork, communication, responsibility, and cooperation.
- Worked collaboratively with team members to accomplish assigned objectives.
- Demonstrated reliability, initiative, and willingness to contribute.
- Developed interpersonal and communication skills through working with different individuals.

Team Lead

Volunteer Assignment

- Led a team during an assigned project/activity.
- Coordinated team members and helped organize responsibilities.
- Communicated information and expectations clearly.
- Demonstrated leadership, accountability, organization, and initiative.

EDUCATION

Bayero University, Kano, Nigeria

Bachelor of Science (B.Sc.) in Geology | Expected Graduation: 2028

Transferable skills: analytical thinking, research, problem solving, teamwork, communication, attention to detail, and organization.

PROFESSIONAL STRENGTHS

- Customer-focused:** Patient, respectful, empathetic, and professional in customer interactions.
- Fast learner:** Comfortable learning new processes, tools, systems, and procedures.
- Problem solver:** Able to listen carefully, understand issues, and work toward practical solutions.
- Team player:** Experienced working collaboratively and taking responsibility for team objectives.
- Leadership:** Demonstrated ability to coordinate others and take initiative when assigned responsibility.

CAREER OBJECTIVE

To secure an entry-level Customer Service, Customer Support, or Client Relations position where I can apply my communication, problem-solving, teamwork, and leadership skills while gaining professional experience and contributing positively to customers and the organization.

References available upon request.