

FAVOUR IMONITIE

Remote Customer Care Representative | Travel & Client Support Specialist

Lagos, Nigeria • +234 902 665 4521 • favourimonitie77@gmail.com • Open to Remote, International Roles

PROFESSIONAL SUMMARY

Customer care professional with 4+ years responding to travel enquiries and delivering booking assistance across phone, email, and live chat. Handles bookings, itinerary changes, visa documentation, and after-sales follow-up for international clients, currently managing 60-80 enquiries a month while keeping records of every customer interaction and booking accurate and up to date. Helped generate ₦2.8M in travel sales over four months by building positive client relationships and staying on top of every follow-up. Comfortable working independently in a remote, multi-channel support role and adapting quickly to new booking and ticketing systems.

CORE SKILLS

- Multi-Channel Customer Support (Phone, Email, Chat)
- Hotel & Flight Reservations
- CRM & Booking Record Management (Zoho)
- GDS Systems (Amadeus/Sabre – familiar)
- Travel Booking & Itinerary Changes
- Live Chat & Helpdesk Support (Freshdesk)
- Customer Retention & Relationship Building
- Remote Team Collaboration
- Visa & Travel Documentation
- Complaint Resolution & Escalation
- SLA & Service-Level Compliance
- Clear Written & Verbal English

PROFESSIONAL EXPERIENCE

Sales Representative — JollofTravel — Travel & Visa Services

2024 – Present

Remote | Flight Bookings, Visa Applications, Hotel Reservations

- Respond to 60-80 customer enquiries a month across phone, email, and chat — quoting fares, processing visa paperwork, and confirming hotel and flight bookings.
- Generated ₦2.8M in travel sales within the first four months by converting inbound enquiries into confirmed bookings through clear communication and consistent follow-up.
- Manage the full booking process from first enquiry through payment confirmation and pre-departure support, meeting agreed response-time targets.
- Work directly with airline and hotel partners to resolve booking discrepancies and secure competitive rates for clients.
- Log every client interaction and booking update in Zoho CRM so records stay accurate and current.

Senior Educational & Travel Consultant — Trav4College Travel Agency

2021 – 2023

Remote | Edo State, Nigeria | Study-Abroad Travel & Enrolment Services

- Guided 150+ students and families through international travel and study-abroad logistics, coordinating flights, visa documentation, and accommodation.
- Led weekly consultations to match clients with suitable destinations and travel packages, contributing to a steady rise in confirmed enrolments.
- Hosted group webinars on visa requirements and travel processes, cutting down repeat basic questions and shortening consultation time.
- Compiled monthly reports on enquiry volume and booking conversions for management review.

Customer Care & Loan Recovery Officer — Neodote Loan Company

2019 – 2021

Remote | Financial Services

- Handled 50+ daily client interactions by phone and written channels, resolving account queries and negotiating repayment plans.
- Improved voluntary repayment rates through consistent, solution-focused follow-up.
- Maintained real-time CRM records of all interactions and payment commitments to support compliance reporting.

TOOLS & TECHNOLOGIES

Zoho CRM, Zoho SalesIQ, Freshdesk, Amadeus/Sabre (familiar), Microsoft Teams, Outlook, Slack, Zoom, WhatsApp Business, Gmail, Microsoft Office Suite, Google Workspace

EDUCATION & CERTIFICATIONS

B.Ed., Early Childhood Education & Educational Management — University of Benin (Second Class Upper, CGPA 4.13)

- Salesforce CRM Certification — Alison (2023)
- Customer Care Management — Udemy (2023)
- Customer Service Fundamentals — Google/Coursera (2023)