

GBADAMOSI OPEOLUWA

Lagos Nigeria

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PROFESSIONAL SUMMARY

Detail-oriented Online Chat Support and Customer Service professional with over 3 years of experience handling customer inquiries through text-based and digital channels. Skilled in job application management, HR operations, and data entry. Strong written communication and documentation abilities, reliable in remote work environments, and committed to high-quality service delivery

CORE COMPETENCIES

- Customer Support & Engagement
- Live Chat & Email Support
- Job Application Management
- HR Operations Support
- CRM Systems & Data Management
- Data Entry & Documentation
- Customer Complaint Resolution
- Online Job Platform Navigation
- Administrative Support
- Remote Work Collaboration
- Time Management & Task Prioritization
- Attention to Detail

PROFESSIONAL EXPERIENCE

HR Administrative Assistant | ProJobHunter, Canada (Remote) | March 2025 – March 2026

- Managed high-volume client job applications across multiple online recruitment platforms.
- Ensured accurate data entry and tracking of job postings, applications, and candidate records.
- Maintained organized application pipelines to ensure timely follow-ups and improved client success rates.
- Collaborated with HR team members to streamline workflow and improve application processing efficiency.
- Researched job market trends to optimize client application strategies.

Freelance Data Entry Specialist

Remote | Self-Employed | January 2023 - January 2024

- Entered, updated, and maintained large volumes of data with high accuracy
- Verified and corrected data to ensure consistency and reliability
- Organized information into spreadsheets and databases for easy access
- Managed multiple data entry tasks while meeting tight deadlines
- Maintained confidentiality of sensitive information
- Used tools like Microsoft Excel and Google Sheets for data processing

Customer Service Representative (Chat, Email, Phone) | GText Holdings | February 2024 - February 2025

- Provided real-time customer support via chat, email, and phone while handling multiple conversations simultaneously.
- Assisted customers with product inquiries, account issues, and service complaints, ensuring quick resolution and satisfaction.
- Documented all interactions accurately using company CRM systems.

- Followed company scripts and service guidelines to maintain consistent communication standards.
- Built positive customer relationships through empathetic communication and proactive support.

KEY ACHIEVEMENTS

- Managed hundreds of client job applications accurately and on time.
- Maintained organized job and client records, improving workflow efficiency.
- Handled multiple customer chats and emails with high satisfaction.
- Onboarded 500+ customers through effective digital engagement

Education

Bachelor of Science in Biology Education

Olabisi Onabanjo University, Ogun State, Nigeria | July 2023

CERTIFICATIONS

Customer Relationship Management- Support Master Academy

Data Analyst- Deloitte