

HAMIRA BUSARI

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PROFESSIONAL SUMMARY

Customer-focused support professional with 3+ years of experience resolving client inquiries, managing service relationships, and driving measurable improvements in customer satisfaction across fast-paced, multi-channel environments. Skilled in issue resolution, escalation management, and cross-functional coordination, with a proven record of maintaining high service standards under pressure in remote, shift-based settings. Adaptable, detail-oriented, and committed to delivering consistent, high-quality customer experiences.

CORE COMPETENCIES

Customer Service Skills: Customer Support & Service Delivery, Issue Resolution & Escalation Handling, Complaint Handling & Conflict Resolution, Customer Relationship Management (CRM), Service Quality & Customer Satisfaction, Client Onboarding & Account Management, Multichannel Communication (Phone, Email, Chat)

Tools & Platforms: Asana, Slack, Trello, Microsoft Project, Microsoft Office Suite

Professional Skills: Time Management & Prioritization, Multitasking in Fast-Paced Environments, Remote Work & Virtual Collaboration, Cross-Functional Team Coordination, Process & Workflow Management, Attention to Detail, Reporting & Documentation, Adaptability in Dynamic Environments.

PROFESSIONAL EXPERIENCE

Project Manager (Client Support & Service Delivery)

Aug 2024 – Jun 2026

MnM Lab Consulting | Remote

- Served as the primary point of contact for clients, resolving inquiries and issues throughout the project lifecycle to ensure a consistently positive service experience.
- Managed client expectations through proactive, clear communication of progress, changes, and resolutions, strengthening client confidence and trust.
- Coordinated with internal teams to resolve client issues efficiently, maintaining service quality standards across multiple active client accounts/projects.
- Monitored client-related risks and ensured structured handovers between teams, proactively resolving potential service disruptions and maintaining continuity of service.

Client Relationship Executive

Apr 2022 – Aug 2024

Biopath Medical Laboratory

- Managed and maintained relationships with a diverse portfolio of clients, consistently delivering high levels of customer satisfaction.
- Conducted regular client meetings to understand business needs and address concerns, developing customized engagement strategies that contributed to a 30% increase in customer satisfaction.
- Responded promptly to client inquiries and resolved account-related issues, collaborating with internal teams to ensure timely, effective resolution of customer concerns.

- Built long-term client relationships that strengthened loyalty and supported business growth, while maintaining accurate documentation of client interactions to ensure consistent service continuity.

EDUCATION

B.Sc. (Hons), Microbiology

2016 – 2020

Crescent University, Ogun State, Nigeria

CERTIFICATIONS

- Agile Project Management — Asana (April 2024)
- Asana Workflow Specialist — Asana (June 2026)
- AI Studio Foundations Skills Badge — Asana (June 2026)