

OGUNNA ISABELLA IJEOMA

Customer Support Specialist | Admin Officer | Client Relations Professional
Lagos, Nigeria | +234 913 0103 700 | isabellaogunna01@gmail.com

PROFESSIONAL SUMMARY

Client-focused Customer Support professional with experience delivering high-quality service and resolving customer issues across digital platforms. Background in counseling, education, and client relations, with a natural ability to communicate empathetically and understand customer needs. Known for meeting KPIs, improving support workflows, and maintaining high customer satisfaction. Skilled in CRM tools, remote collaboration, and multitasking in fast-paced environments.

CORE SKILLS

- Customer Support & Client Relationship Management
- Data Entry & Organization
- CRM Platforms (HubSpot, Zendesk, Internal Systems)
- Clear Written & Verbal Communication
- Problem Resolution & Critical Thinking
- Administrative & Office Support
- Microsoft Word, Excel & PowerPoint
- Email Management & Professional Correspondence
- Calendar, Email & Inbox Management
- Team Collaboration, Training & Support
- Social Media Management (All major platforms)
- Process Optimization & Continuous Improvement
- Remote Work Tools (Slack, Zoom, Microsoft Teams)
- Google Docs, Sheets, Slides, Gmail, Calendar, Drive

SOFT SKILLS

- Excellent Written & Verbal Communication
- Time Management & Prioritization
- Adaptability & Quick Learning
- Emotional Intelligence
- Team Collaboration

PROFESSIONAL EXPERIENCE

COUNSELLOR IN TRAINING | ISL (INTERNATIONAL SCHOOL LAGOS) | LAGOS, NIGERIA

August - November 2025

- Provided empathetic support and guidance to students facing academic and personal challenges
- Conducted one-on-one counseling sessions, demonstrating active listening and problem-solving skills
- Assessed student needs and provided tailored recommendations and solutions
- Maintained confidential records and documentation of counseling sessions
- Collaborated with teachers, parents, and administrators to support student wellbeing
- Applied psychological principles to understand client perspectives and deliver compassionate support

Customer Support & Client Relations Specialist | Biz Connect Solutions, Lagos, Nigeria

June 2024 – August 2025

- Delivered high-quality customer support via email, live chat, and phone, resolving inquiries with empathy and professionalism in a fast-paced digital services environment.
- Built and maintained strong client relationships by actively listening, identifying needs, and providing tailored solutions that improved customer satisfaction and retention.
- Managed and documented support tickets using HubSpot and internal CRM systems, ensuring timely follow-ups and accurate record-keeping.
- Collaborated with cross-functional teams to address recurring customer issues, contributing to a 20% reduction in repeat support cases.
- Supported remote team operations through Slack, Zoom, and Microsoft Teams, ensuring clear communication, smooth collaboration, and timely task completion.

Sales Associate | SQ Clothing Store | Lagos, Nigeria

February 2023 - August 2023

- Managed customer inquiries, product recommendations, and sales transactions in high-volume retail environment
- Resolved customer complaints and concerns with professionalism, turning negative experiences into positive outcomes
- Built strong customer relationships through attentive service and personalized assistance
- Handled cash management, inventory tracking, and point-of-sale system operations
- Exceeded sales targets through excellent customer service and product knowledge
- Developed strong communication and multitasking abilities in fast-paced setting

Admin. Intern | Caro Favored Schools, Lagos, Nigeria

September 2020 – August 2021

- Provided day-to-day administrative support to the school office, including filing, photocopying, and maintaining organized student and staff records.
- Assisted with student registration, attendance records, and accurate data entry into school record systems.
- Welcomed parents, visitors, and staff, answered phone calls, and directed inquiries to the right department with courtesy and professionalism.
- Drafted and distributed memos, letters, and notices to staff and parents, and helped coordinate school meetings and events.
- Supported teachers and administrators with scheduling, document preparation, and office supplies tracking.

EDUCATION

● **Bachelor of Arts/Bachelor of Education - Guidance and Counselling (Psychology)**

University of Lagos, Lagos, Nigeria (2021 - 2026)

● **Senior Secondary School Certificate (SSCE)**

Westmills British School, Lagos, Nigeria (2013 - 2019)

● **First School Leaving Certificate (FSLC)**

Busybees British School, Lagos, Nigeria (2007 - 2013)

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

● **Digital Customer Support Fundamentals** | HubSpot Academy | In Progress

Training in modern customer support techniques, CRM systems, and client relationship management

● **Customer Support & Service Excellence** | Udemy | 2025

Comprehensive training in customer service best practices, communication strategies, and support tools

LANGUAGE

- English - Native/Fluent