

AKHIGBE JENNIFER

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Abuja, Nigeria.

PROFESSIONAL SUMMARY

Proactive problem-solver who anticipates needs and takes initiative to streamline processes and enhance efficiency. Dedicated and reliable, with a commitment to delivering a high standard of service and contributing to overall customer loyalty and company success.

EXPERIENCE

Customer Support Specialist ModSquad (United States)

Aug 2025 - Present

Educational Support:

- Assisted students in sourcing and purchasing required textbooks and academic materials.
- Resolved order tracking, delivery delays, and fulfillment issues, improving overall student satisfaction.
- Guided users in accessing lectures and learning resources via Learning Management Systems (LMS).
- Provided empathetic, student-focused support to enhance the academic experience throughout the semester.

Gaming Support:

- Resolved account-related issues including login failures, locked accounts, and account recovery requests.
- Assisted gamers with sign-in problems, security concerns, and general gameplay questions.
- Maintained a positive player experience while following platform policies and security guidelines.

E-commerce Support:

- Executed 100–400 daily cold and warm calls to U.S.-based prospects, driving consistent lead generation and increasing client engagement.
- Resolved customer inquiries on order status, placement, fulfillment, refunds, and discounts, enhancing overall customer satisfaction and experience.
- Assisted customers with applying promo codes and resolving checkout issues to ensure seamless transactions.
- Supported customers across platforms including Shopify, Costco, and Walmart, providing timely updates from purchase to delivery.

Telemarketer/Appointment Setter Freelancer

Jan 2024 - Aug 2025

- Proficient in cold and warm calling, making 100-400 daily calls to U.S.-based clients to engage prospects and generate high-quality leads.
- Skilled at navigating challenging calls, achieving a high appointment-setting ratio through persuasive techniques and active listening.
- Known for maintaining a calm, professional demeanor with hesitant or irate customers, effectively building rapport and resolving concerns. Demonstrated success in converting cold leads into interested prospects through strong communication, relationship-building skills, and the ability to establish strong rapport.
- Consistently exceeded daily, weekly, and monthly appointment-setting quotas by making targeted calls to medical, personal injury, claims, and cleaning companies.

Customer Support Flutterwave

Nov 2023 - Oct 2024

- Proactively engaged with customers to address inquiries, resolve grievances, and provide product/service information.
- Utilized various communication channels (phone, email, chat) to interact effectively with customers.

- Assisted with order processing, billing, KYC verification, and troubleshooting to facilitate smooth transactions.
- Troubleshoot virtual card issues, including activation, declines, pending transactions, pay-ins, and payouts.
- Provided specialised support for high-risk transactions, compliance inquiries, and advanced troubleshooting.
- Identified and resolved customer issues efficiently, ensuring satisfaction and positive outcome.
- Maintained a positive customer experience through attentive service and timely resolution of concerns.
- Collaborated with internal teams and maintained detailed records of interactions, issues, and resolutions.
- Sought feedback from customers to identify areas for improvement and contributed to enhanced service delivery.
- Ensured adherence to company policies, procedures, and regulatory requirements during and after customer interactions and transactions.

Insurance Secretary

Oct 2022 -July 2023

Nizamiye Hospital

- Handled incoming and outgoing communications, such as phone calls, emails, and letters.
- Drafting and preparing documents, memos, and reports as needed. Maintained and organized files, records, and documents in both electronic and physical formats.
- Directed inquiries to the appropriate individuals or departments and providing general customer service support.
- Assisted in the preparation of meeting agendas, taking meeting minutes, and distributing relevant materials. Coordinating logistics and arranging facilities for meetings, conferences, and events
- updated records, and managed databases.

Sales Executive

Jan 2020 - Oct 2022

Multi-Pro Consumer Protection, Kagini

- Identified potential customers and generated leads through various methods such as cold calling, networking, referrals, and online research.
- Exceeded sales targets for 14 out of the 22 months during my tenure at the company.
- Built and maintained relationships with existing and new customers to establish trust and rapport. Understanding customer requirements and providing personalized solutions to meet their needs.
- Negotiated terms and pricing with customers to close deals. Addressing objections, resolving concerns, and finding mutually beneficial agreements.
- Sales Pipeline Management: Managing and maintaining a sales pipeline to track and prioritize leads, opportunities, and deals. Monitoring the progress of each sales opportunity and updating the CRM system accordingly.
- Generated sales reports and analyzing data to evaluate performance, identify trends, and make informed sales strategies. Providing regular updates to sales management on sales activities, achievements, and forecasts.

SKILLS

SOFT: Business to Business, Customer Experience, Customer Support, Phone Communication, Ticket Resolution, Technical Support, Multichannel Support, Cross-Functional Collaboration, Communication, Cold Calling, Warm Calling, Technical Documentation, Quality Assurance, Attention to Detail.

TOOLS: Zendesk, Intercom, Shopify, Salesforce, Zoom, Teams, Google Workspace, Microsoft Office Suit, Excel, Canva, Slack, CSR, Flock, Discord, Convoso, RingCentral, Avoxi, Grasshopper, HappyFox, Dialer.

EDUCATION

BACHELOR OF SCIENCE| Taxation Nasarawa State University, Keffi