

JOHNKENNEDY AHANONU

Customer Success | Customer Support | CRM & Administrative Support

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PROFESSIONAL SUMMARY

Detail-oriented Chemical Engineering graduate with hands-on experience in customer support, data entry, data verification, administrative support, web research, and CRM workflows. Strong written communication, patience, problem-solving ability, and attention to detail, with experience organizing customer/lead information and maintaining accurate digital records. Comfortable learning new software quickly, working independently, and supporting remote teams. Experienced with GoHighLevel CRM and familiar with Microsoft Office and Google Workspace. Seeking a part-time Customer Success Representative opportunity where accuracy, empathy, follow-through, and reliable customer communication can contribute to a growing team. Interested in **photography** and **photo editing tools**. 2 years customer support in SaaS environments.

CORE SKILLS

Customer Support & Client Communication	Email & Written Communication	Customer/Lead Information Management
CRM Workflows & GoHighLevel	Data Entry, Verification & Quality Checks	Problem Solving & Issue Follow-up
Internet & Web Research	Records & Account Information Management	Microsoft Excel & Google Sheets
Administrative & Remote Support	Fast, Accurate Typing	Attention to Detail & Process Compliance

EXPERIENCE

Volunteer Data Entry Assistant | Federal University of Technology, Owerri (FUTO)

- Entered, reviewed, and verified high volumes of student records with strong attention to accuracy and consistency, supporting Student Union documentation and administrative needs.
- Organized and maintained digital records across multiple projects, keeping information structured, accessible, and easy to retrieve.
- Built and maintained Excel and Word spreadsheets and reports for project tracking, documentation, and decision-making.
- Performed quality checks to identify and correct errors before information was submitted or delivered.
- Worked with project stakeholders professionally and handled administrative information with care, accuracy, and confidentiality.

National Youth Service Corps (NYSC) | Corps Member | Abuja, Nigeria

- Work within a structured, deadline-driven environment, demonstrating reliability, communication, adaptability, and accountability.
- Collaborate with teams on administrative and reporting tasks while managing competing responsibilities and deadlines.
- Communicate clearly with colleagues and support accurate completion and organization of assigned information.

CRM & PROJECT EXPERIENCE

- GoHighLevel CRM: Managed and organized lead/customer information, supported follow-up workflows, and maintained structured digital records.
- Data Analysis & Research: Cleaned and validated datasets in Excel, created tables and summaries, and conducted quality checks to identify inconsistencies.

- Administrative & Remote Support: Prepared client-ready documents, organized digital files, and compiled online research into clear, usable summaries.

EDUCATION

Bachelor of Engineering (B.Eng.), Chemical Engineering

Federal University of Technology, Owerri (FUTO), Imo State, Nigeria

TECHNICAL TOOLS

GoHighLevel CRM · Microsoft Excel · Word · PowerPoint · Google Sheets · Docs · Drive · PDF Editing & Conversion · Zoom · Microsoft Teams · Slack · Online Research & Digital Productivity Tools

LANGUAGE

English — Fluent