

JOSHUA OLUWADAMILOLA FALUYI

Ado-Ekiti, Nigeria | +234-706-068-4366 | oluwadamilolajoshua43@gmail.com | Open to Remote Work

PROFESSIONAL SUMMARY

Customer-focused professional holding a Postgraduate Diploma in Customer Relationship Management, with hands-on experience handling customer and client inquiries via email, phone, chat, and social media. Skilled at resolving complaints, maintaining accurate records, escalating issues appropriately, and collaborating across teams to improve the customer experience. Strong written and verbal communicator, tech-savvy, and comfortable working independently in remote, fast-paced environments.

CORE SKILLS

Customer Service & Support • Phone, Email, Chat & Social Media Communication • Complaint Resolution • Order & Refund Processing • Accurate Record Keeping • Escalation Management • CRM Tools • Cross-Team Collaboration • Microsoft Office & Google Workspace • Time Management & Problem-Solving

PROFESSIONAL EXPERIENCE

Digital Marketing Strategist — CZTECH LTD

2021 - 2025

- Responded to customer and client inquiries across website, email, and social media channels, providing accurate information on products, services, and offerings.
- Managed social media accounts and engaged directly with customers to answer questions, resolve concerns, and maintain a professional, positive brand experience.
- Analyzed customer engagement data in Google Analytics to identify service gaps and recommend improvements.
- Designed user-centered website and landing page experiences that improved usability and customer satisfaction.

Research Assistant & Admin Officer — WIMAM Book

2020 - 2021

- Managed high-volume email correspondence with authors and reviewers, providing accurate guidance and timely resolution to inquiries.
- Monitored and filtered incoming communications to maintain accuracy and minimize errors.
- Maintained accurate records of correspondence and prepared status reports for the Editor-in-Chief.
- Escalated complex editorial issues to the appropriate stakeholders when necessary.

Admin Assistant, NYSC — Federal University of Technology, Akure

2019 - 2020

- Maintained accurate student, staff, and academic records using Microsoft Excel and SPSS.
- Handled correspondence, scheduled meetings, and prepared technical reports for the Analysis and Evaluation Team.

Assistant IT Officer, SIWES — Rubber Estates Nigeria Ltd

2016 - 2017

- Provided remote technical support, diagnosing and resolving hardware and software issues for network users.
- Installed and maintained computer systems and software, ensuring minimal disruption to daily operations.

EDUCATION

M.Tech, Computer Science — Federal University of Technology, Akure, Nigeria | 2024

B.Sc, Computer Science (Second Class Upper) — Federal University Oye-Ekiti, Nigeria | 2019

CERTIFICATIONS

Postgraduate Diploma in Customer Relationship Management | 2020

Associate Member, Chartered Institute of Customer Relationship Management | 2020

Digital Marketing, Udemy (UK-CPD) | 2020 • Certificate in Social Media Marketing Strategies | 2023

LANGUAGES

English (Fluent) • Yoruba (Fluent) • French (Beginner)