

KELECHI AMAOLE

Customer Support Specialist | Email | Chat and Whatsapp | HubSpot CRM | 65 WPM
Lagos, Nigeria | GMT +1 | **09156484914** | **kelechiamaoale31@gmail.com** |
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PROFESSIONAL SUMMARY

Detail-oriented Customer Support Specialist with 3 years experience at Burg & Co supporting customers via Email, Chat, and WhatsApp. Skilled in HubSpot CRM, inquiry resolution, and delivering professional customer service. Bachelor's degree holder with strong communication skills and 65 WPM typing speed.

CORE SKILLS

Customer Service: Email Support, Chat Support, WhatsApp, Phone Support
Tools: HubSpot CRM, Microsoft Office, Google Workspace, WhatsApp Business

Abilities: Complaint Resolution, Data Entry, Multitasking, Customer Retention
Languages: English, Igbo, Pidgin

WORK EXPERIENCE

Customer Support Specialist | Burg & Co | Lagos, Nigeria | 2022 - 2026
Handled 50+ customer enquiries daily across Email, Chat, and WhatsApp
Resolved customer complaints professionally, improving customer retention
Managed customer data accurately in HubSpot CRM
Maintained 95%+ customer satisfaction through prompt and empathetic support

EDUCATION

Bachelor's Degree | Ascent Tech Hub Africa | 2014 - 2018

CERTIFICATIONS

Customer Service and Communication | Ascent Tech Hub Africa | 2018

AVAILABILITY

Available to work full-time | Day / Evening Shifts including during holidays |
Remote Setup: Laptop, Power Backup, Stable Network