

MAGDALENE ABIEBAMON

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Customer Service Specialist | Sales Support Professional | Lead Qualification Expert

PROFESSIONAL SUMMARY

Customer Service and Sales Support professional with 4+ years of experience supporting customers, qualifying leads, managing client relationships, and driving business growth across remote and hybrid work environments. Proven ability to qualify 150+ leads daily, increase sales revenue by 70%, and improve customer satisfaction through exceptional service delivery. Experienced in inbound and outbound communication, CRM management, appointment scheduling, conflict resolution, customer retention, and remote customer support.

KEY ACHIEVEMENTS

- Qualified 150+ insurance leads daily for a Canadian insurance campaign.
- Increased sales revenue by 70% through effective lead management and customer engagement.
- Improved customer satisfaction by 20% through enhanced client service initiatives.
- Increased lead generation and sales performance by 60% at Globe Williams International.

CORE COMPETENCIES

Customer Service • Sales Support • Lead Qualification • Appointment Scheduling • CRM Management • Customer Retention • Inbound & Outbound Calls • Email Support • WhatsApp Support • Conflict Resolution • Client Relations • Zendesk • HubSpot • Zoho • Pipedrive • Convoso • Google Workspace • Microsoft Office

PROFESSIONAL EXPERIENCE

Calls Experts Corp. (Canada) — Remote

Customer Service & Sales Support Agent | Jul 2025 – Present

- Qualify and process 150+ insurance leads daily through inbound and outbound interactions.
- Transfer qualified prospects to licensed insurance advisors and schedule appointments.
- Utilize CRM systems, Convoso VoIP technology, and dialers to manage customer records.
- Resolve customer inquiries and deliver excellent customer experiences.

Artisan Oga — Hybrid

Sales & Customer Service Executive | Nov 2024 – Jul 2025

- Managed customer support via WhatsApp, email, and phone channels.
- Converted inbound leads into paying customers and increased sales by 70%.
- Maintained customer records and delivered post-sale support to improve retention.

Globe Williams International — Hybrid

Business Development Executive | Jan 2024 – Oct 2024

- Improved customer satisfaction by 20% through client engagement initiatives.
- Increased lead generation and sales by 60% through strategic prospecting.
- Developed tailored proposals and managed client onboarding activities.

Aplus Global AUTOLOG Nig. Ltd. — Remote

Customer Service / Business Development Officer | Jan 2022 – Dec 2023

- Generated leads through digital marketing and business development campaigns.
- Conducted facility tours and site inspections for prospective clients.
- Managed customer relationships, inquiries, and conversions across the sales cycle.

EDUCATION

B.Sc. Zoology — Ambrose Alli University, Ekpoma (2017–2022) National Youth Service Corps (NYSC) Certificate (2023)

CERTIFICATIONS

Project Management — Udemy (2025)

Digital & Technology Certification — Premium Digital Marketing Academy (2022)

