

OGUNYIMIKA MAYOWA ABIOLA

Customer Support | Customer Experience | Operations | Technical Support
Abuja, Federal Capital Territory, Nigeria
+234 812 189 7186 | bharmhie1@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented Computer Science graduate with over 2 years of experience in Customer Support and Operations, with proven ability to deliver excellent customer service, manage operational processes, maintain accurate records, and collaborate effectively with cross-functional teams.

Experienced in handling customer inquiries and complaints through email, live chat, and phone, maintaining a 95% customer satisfaction rating while working in fast-paced environments. Skilled in CRM and ticketing platforms, data management, documentation, quality assurance, basic technical troubleshooting, and process improvement.

Proficient with Salesforce, Zendesk, Freshdesk, Microsoft Office, Google Workspace, Slack, and Zoom, with additional technical knowledge in HTML, CSS, Python, Linux, DBMS, and networking.

Certified in Professional Communication, Project Management Fundamentals, Remote Work Productivity, and Web Development Fundamentals. Seeking opportunities in Customer Support, Customer Success, Operations, Technical Support, or related remote and hybrid roles where strong communication, problem-solving, technical aptitude, and operational efficiency can contribute to organizational growth.

CORE COMPETENCIES

- Customer Support & Customer Experience
- Customer Complaint Resolution
- Email, Live Chat & Phone Support
- CRM & Ticketing Systems
- Customer Relationship Management
- Operations Support
- Data Entry & Data Management
- Documentation & Record Keeping
- Quality Assurance & QA Testing
- Basic Technical Troubleshooting
- Process Improvement & Optimization
- Reporting & Administrative Support
- Cross-Functional Collaboration
- Remote Team Collaboration
- Digital File Management
- Problem Solving
- Communication & Interpersonal Skills
- Time Management

PROFESSIONAL EXPERIENCE

OPERATIONS ASSISTANT

PHS_Global Ltd. | 2025 – 2026

- Supported day-to-day administrative and operational activities to facilitate smooth and efficient workflows.
- Managed digital files, reports, documentation, and internal communications across multiple teams.
- Performed basic quality assurance checks to ensure accuracy and consistency of operational tasks and documentation.
- Maintained organized processes and records to support efficient task completion and improved turnaround time.
- Assisted with documentation updates and routine operational activities in line with established processes.
- Collaborated with team members to support daily business operations and maintain workflow efficiency.

CUSTOMER SUPPORT REPRESENTATIVE

King-Doyin Ltd. | 2024 – 2025

- Responded to 20+ customer inquiries daily through email, live chat, and phone while maintaining a 95% customer satisfaction rating.
- Resolved customer complaints and technical issues by investigating concerns, coordinating with relevant internal teams, and following established escalation procedures.
- Maintained accurate records of customer interactions and transactions using CRM systems.
- Delivered clear, professional, and timely communication while working independently in a fast-paced environment.
- Identified recurring customer concerns and provided feedback to support improvements in customer service processes.
- Assisted customers with inquiries and issues while maintaining a professional and customer-focused approach.
- Demonstrated strong problem-solving and interpersonal skills when handling customer concerns and service-related issues.

EDUCATION

B.Sc. Computer Science

Osun State University, Osogbo, Osun State, 2024.

CERTIFICATIONS

- Professional Communication Certificate
- Project Management Fundamentals
- Remote Work Productivity Badge
- Web Development Fundamentals

TECHNICAL SKILLS

Customer Support & CRM:

Salesforce, Zendesk, Freshdesk, CRM Systems, Ticketing Systems

Productivity & Collaboration:

Microsoft Office, Google Workspace, Slack, Zoom.

Technical Knowledge:

HTML, CSS, Python, Linux, Database Management Systems (DBMS), Networking

Operations:

Data Entry, Documentation, Reporting, Digital File Management, Quality Assurance, Process Optimization

ADDITIONAL INFORMATION

Languages: English – Fluent | Yoruba – Native

Work Preference: Remote | Hybrid | On-site

Availability: Available to work international business hours

Professional Development: Ongoing learning in advanced Web Development

PROFESSIONAL ATTRIBUTES

- Strong attention to detail
- High level of professionalism and integrity
- Strong written and verbal communication
- Excellent interpersonal and collaboration skills
- Ability to work independently and under supervision
- Effective problem-solving abilities
- Strong organizational and time-management skills
- Ability to work effectively within multidisciplinary teams