

OLAREWAJU FAITH TOSIN

CUSTOMER SUPPORT REPRESENTATIVE

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PROFESSIONAL SUMMARY

Detail-oriented Information Technology undergraduate with hands-on experience in customer service and client support across multiple businesses. Skilled in resolving customer inquiries and complaints, managing orders, and maintaining client relationships through chat, email, and social media platforms. Trained in HubSpot CRM tools, with a strong record of clear communication, fast problem-solving, and reliable performance in remote support roles. Seeking to bring proven customer service and communication skills to a growth-oriented support team.

CORE COMPETENCIES

Customer Service & Support • Complaint Resolution & De-escalation • Email & Live Chat Communication
CRM Software (HubSpot) • Order & Inquiry Processing • Social Media Customer Handling
Client Relationship Management • Time Management • Problem Solving • Remote Collaboration

PROFESSIONAL EXPERIENCE

Customer Service Representative

2023 – 2025

Laragood Hair | MODAMUSE | Velante Autos — Remote

- Responded to customer inquiries across Instagram, WhatsApp, email, and live chat for three separate businesses, ensuring prompt and accurate resolution of questions.
- Handled customer complaints with professionalism and empathy, identifying root causes and resolving issues to maintain client satisfaction and trust.
- Processed customer orders and tracked product and service requests, coordinating with business owners to ensure timely fulfilment.
- Built and maintained ongoing customer relationships through consistent, clear, and courteous communication across multiple digital channels.
- Applied HubSpot CRM tools to log customer interactions and support organised, efficient follow-up on outstanding queries.
- Managed competing priorities across multiple client accounts simultaneously, demonstrating strong time management and adaptability in a remote work environment.

EDUCATION

National Open University of Nigeria (NOUN)

B.Sc. Information Technology — In Progress

CERTIFICATIONS

- HubSpot Customer Service Training — Completed