

ONODAKPOYERE OGHENEMARO

Customer Service Representative | Customer Support | Virtual Assistant

Lagos, Nigeria • 09037769177 • Oonodakpoyere@gmail.com

PROFESSIONAL SUMMARY

Customer-focused and reliable aspiring Customer Service Representative with practical experience in independent customer-support and freelance projects. Skilled in communication, active listening, problem-solving, data entry, email support, and live-chat support. Patient, organized, and comfortable working independently in a remote environment. Holds a B.Sc. in Statistics with strong analytical and problem-solving abilities.

KEY SKILLS

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|------------------------------------|-----------------------------|----------------------------------|
| • Customer Service & Support | • Email & Live Chat Support | • Complaint Resolution |
| • Communication & Active Listening | • Problem Solving | • Data Entry & Record Management |
| • Microsoft Excel | • Google Sheets | • Microsoft Office |
| • Customer Relationship Management | • Internet Research | • Remote Collaboration |

RELEVANT EXPERIENCE

Customer Service Support — Independent Practice / Freelance Projects

2024 – 2026

- Practiced responding to customer inquiries through email and live-chat scenarios.
- Developed professional responses to customer complaints and support requests.
- Practiced resolving order, payment, account, and general customer-service issues.
- Created and maintained sample customer records using spreadsheets.
- Developed effective communication and problem-solving approaches for difficult customer situations.
- Practiced handling multiple customer requests while maintaining accuracy and professionalism.
- Built practical knowledge of remote customer-service workflows.

EDUCATION

Bachelor of Science (B.Sc.) in Statistics

Olabisi Onabanjo University | 2026

Secondary Education

Ajumoni Senior Grammar School

ADDITIONAL KNOWLEDGE

Microsoft Excel • Google Workspace • Data Entry • Basic Data Analysis • Customer Support • Communication

REFERENCES

Available upon request.