

OWOLABI JUMOKE

APPOINTMENT SETTER & CUSTOMER SERVICE REPRESENTATIVE

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SUMMARY

Results-driven Appointment Setter & Customer Service Representative with 4+ years of experience in customer service, appointment setting, lead generation, sales support, and inbound/outbound communication. Skilled in engaging prospects and customers, qualifying leads, scheduling appointments, conducting follow-ups, resolving customer inquiries, and maintaining accurate CRM records. Experienced in financial services customer support, loan application assistance, prospect engagement, and sales pipeline management. Strong communicator with the ability to build client relationships, identify customer needs, handle objections, and deliver professional support across phone, email, and digital channels. Proficient in CRM management, lead qualification, appointment scheduling, pipeline tracking, data entry, customer relationship management, and sales support. Highly organized, adaptable, customer-focused, and effective in remote and fast-paced team environments.

SKILLS

- Appointment Setting
- Customer Service & Support
- Lead Generation
- Calendar Management
- Lead Qualification
- Outbound Calling
- Inbound Calling
- Sales Support
- Objection Handling
- CRM Management
- Data Entry & Record Keeping
- Client Relationship Management

PROFESSIONAL EXPERIENCE

Sales Support & Appointment Setter

Global Investment (UK) | Remote

November 2024 – June 2026

- Conducted outbound prospecting and lead generation to identify potential clients and create qualified sales opportunities.
- Engaged prospects through phone, email, and digital channels while building rapport and identifying their needs.
- Qualified leads based on customer needs, interest, suitability, and readiness before scheduling sales appointments.
- Scheduled, confirmed, and followed up on appointments to maintain prospect engagement and reduce missed meetings.
- Maintained accurate CRM records, updated prospect information, and tracked follow-up activities throughout the sales process.
- Supported the sales team with qualified leads, timely handoffs, and organized pipeline management to improve conversion opportunities.

Customer Service Representative

GTKPlug (NG) | Remote

June 2022 – October 2024

- Provided professional customer support to civil servants and public-sector employees seeking loan and financial service solutions.
- Handled inbound and outbound calls, addressing inquiries about loan eligibility, applications, documentation, approval, and repayment.
- Guided customers through loan applications by clearly explaining requirements, procedures, terms, and next steps.
- Conducted customer follow-ups, updated records, and tracked loan application status using CRM and customer management systems.
- Resolved customer complaints and account concerns through active listening, problem-solving, and effective communication.
- Built strong customer relationships by identifying needs and providing accurate, timely, and customer-focused loan support.

EDUCATION

Higher National Diploma (HND), Banking and Finance

Kwara State Polytechnic 2024

TECHNICAL SKILLS

- HubSpot CRM
- Salesforce CRM
- Microsoft Office Suite (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Gmail)
- Zoom, Microsoft Teams, and Google Meet
- Internet Research and Online Communication Tools

ADDITIONAL INFORMATION

- Experienced working in fully remote environments
- Strong written and verbal English communication skills
- Comfortable using webcams and virtual collaboration tools
- Able to work independently and manage multiple priorities effectively
- Reliable internet connection and dedicated remote workspace

REFERENCES

- Available upon request.