

PRISCILLA EDIJANA

• Customer Service • Operations

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PROFILE SUMMARY

Efficient and results-driven professional with a strong background in customer support, office and virtual assistance. Seeking to leverage proven team playing and communication for organisations. Ability to manage multiple roles efficiently, delivering exceptional service, driving brand growth, and supporting business operations remotely. Skilled in handling customer inquiries with empathy and a positive attitude, implementing targeted marketing strategies across digital platforms, and performing administrative duties that enhance team productivity and business performance. Adept at using a wide range of tools such as CRM systems, social media platforms, email marketing software, and productivity suites. Highly adaptable, tech-savvy, and committed to delivering value in dynamic and fast-paced environments.

SKILLS

Excellent verbal & written communication	Problem-solving
Quality assurance & follow-ups	Analytical Thinking
Efficient telephonic etiquette	Time Management and Organisation
Administrative support	Data entry proficiency
Attention to detail	CRM and database management
Lead Generation	

WORK EXPERIENCE

Customer Service Representative

Call Gurus – United states/ Mexico (Remote) | Jul 2026 - Present

- Handled over 500+ calls daily, both inbound and outbound, assisting customers with enquiries, issue resolution and troubleshooting

- Asked qualifying questions to understand each lead's goals and interests
- Providing customers with detailed information about products and services
- Resolved customer complaints while ensuring satisfaction
- Documented customer interactions accurately for future reference and follow-up
- Collaborated with team members to improve service delivery and resolve issues

Customer Service Representative

Clubwealth – Washington, United States (Remote) | Mar 2025 – May 2026

- Received incoming calls daily, assisting customers with inquiries, complaints and problem resolutions
- Providing customers with information concerning products and services
- Resolved customer complaints while assuring quality service and satisfaction
- Scheduled consultation calls and meetings
- Documented customer interactions for future references
- Attended to all incoming inquiries from clients and prospective clients
- Worked closely with team members to improve service delivery and also resolve issues
- Received commendations from management for efficiency

Customer Service Representative

Specialty Life – Ontario, Canada | Jan 2024 - Feb 2025

- Scheduled clients' appointments with the company
- Handled over 500+ calls daily
- Conducted outbound calls to potential customers to promote company products and services
- Asked questions to understand customer needs and provide appropriate solutions
- Maintained accurate records of customer interactions and feedback in CRM system
- Assisted in the maintenance of good customer relationship between the company and clients
- Met and exceeded performance metrics, call resolution time included and customer satisfaction scores

Customer Service Representative/ Operations Manager

Sugarfotos – Lagos, Nigeria | Mar 2024 – Feb 2026

- Managed the daily affairs of the company
- Answered all incoming calls from clients regarding appointments
- Assisted the CEO in the daily operations of the company

- Ensured that all clients' jobs were completed and delivered
- Created high-performing social media and email content to target audiences, driving brand awareness and lead generation
- Managed paid advertising campaigns (Meta Ads, Ads Manager, Instagram Ads), achieving 5x return on ad spend (ROAS)
- Published content across multiple social media platforms, ensuring brand visibility, consistency and timely delivery
- Carried out administrative tasks such as managing email communications, scheduling meetings (both online and offline)

Personal Assistant

GOLOGISTICS – Lagos, Nigeria | Jun 2023 – Dec 2023

- Scheduled meetings and managed calendars for the CEO
- Sending and responding to emails, answering phone calls
- Assisted the CEO in organising daily operations
- Suggested ideas that helped to facilitate office work
- Managed communications with clients and vendors to ensure seamless interactions on behalf of the CEO
- Assisted in the preparation of reports and presentations to support decision-making for the company

Financial Assistant

Upfront Pragmatics – Lagos, Nigeria | Jul 2022 – Jun 2023

- Monitored purchasing and the keeping of accurate records of all company purchases and expenditure
- Escalating issues to the financial controller and maintaining weekly reports
- Assisted the finance manager with managing expenses in the most appropriate and efficient manner
- Ensuring departmental budgets are adhered to, reviewed and met
- Managed office supplies inventory by monitoring company income and taking records of expenses

EDUCATION

Bachelor of Arts: Philosophy, 01/2017 - 09/2021
Ambrose Alli University, Edo State - Nigeria

LANGUAGES

English (Advanced)