

RACHEAL ATUAH

Lagos, Nigeria | atuahracheal@gmail.com | +234 902 047 7767

PROFESSIONAL SUMMARY

Customer service professional with over five years of experience supporting customers, resolving enquiries and complaints, maintaining accurate records, and coordinating with internal teams. Skilled in customer relationship management, issue resolution, service communication, follow-up, and process guidance. Proficient in GoHighLevel, Slack, Microsoft Office, Excel, Jira, and Trello, with additional experience in sales, project coordination, and data reporting.

CORE COMPETENCIES

- **Customer Support & Experience:** Customer Enquiries, Complaint Resolution, Issue Escalation, Service Recovery, Customer Retention, Follow-Up
- **Communication & Relationship Management:** Active Listening, Clear Communication, Empathy, Relationship Building, Needs Identification
- **CRM & Collaboration Tools:** GoHighLevel, Slack, Jira, Trello, Microsoft Office, Microsoft Excel
- **Operations & Reporting:** Record Management, Case Documentation, Performance Monitoring, Process Coordination, Data Reporting
- **Professional Skills:** Problem Solving, Attention to Detail, Team Collaboration, Time Management, Adaptability

PROFESSIONAL EXPERIENCE

Sales Representative

D818 Consulting | Jan 2026 - Present

- Support prospective clients by understanding their credit improvement and business funding goals and explaining appropriate service options.
- Respond to questions across phone, text, and online channels while providing clear, professional, and timely information.
- Schedule consultations and maintain consistent follow-up to ensure prospects receive the support needed to move forward.
- Use GoHighLevel to document conversations, manage appointments, maintain accurate contact records, and track follow-up activities.
- Collaborate with team members through Slack to coordinate updates and provide a consistent client experience.

Customer Service Officer

Bluebret Consult Limited, Lagos | Jan 2025 - Dec 2025

- Responded to customer enquiries and complaints, clarified service information, and worked toward timely, practical resolutions.
- Maintained accurate records of customer requests, interactions, follow-up actions, and outcomes.
- Coordinated with internal teams and escalated complex or recurring issues when additional support was required.
- Collected customer feedback and communicated recurring concerns to support improvements in service delivery.

Project Manager - Contract

7ven Oaks Limited, UK | Oct 2023 - Dec 2024

- Defined and reviewed project deliverables, technical requirements, quality strategies, expected benefits, and benefits-realization plans.
- Developed stakeholder engagement and communication plans to manage expectations and maintain alignment throughout delivery.
- Translated user requirements into clear, actionable points for suppliers, developers, and project teams.
- Maintained project schedules and risk documentation using Microsoft Project to support milestone tracking and timely delivery.
- Led cross-functional planning and coordination that contributed to a 20% reduction in project delivery time and improved stakeholder satisfaction.

Data Analyst - Volunteer

10Alytics, UK | 2022 - 2023

- Analyzed client data using SQL, Microsoft Excel, and Power BI to identify trends and produce actionable insights.
- Designed database objects, including tables and views, and integrated data sources for reporting.
- Developed interactive Power BI dashboards to visualize key performance indicators and operational trends.
- Created a client dashboard that reduced reporting time by 30% and supported faster, data-driven decisions.
- Presented findings and practical recommendations to stakeholders.

Customer Care Representative

Viclong Global Investment Limited, Lagos | Jan 2018 - Jul 2023

- Handled customer enquiries, complaints, and service requests across available communication channels.
- Provided accurate information about company services and guided customers through relevant processes and requirements.
- Recorded customer interactions, followed up on unresolved matters, and escalated complex cases when necessary.
- Built positive customer relationships through attentive listening, clear communication, and dependable follow-through.

EDUCATION

BSc Agricultural Economics

Niger Delta University, Bayelsa, Nigeria | 2014

CERTIFICATIONS

- Project Management and Business Analysis: PRINCE2 and Agile Course | Almoind Careers | 2024
- Data Analytics | 10Alytics | 2022
- Association of Economists and Statisticians of Nigeria | 2015