



SUMMARY

Results-driven Customer Support Specialist and Virtual Assistant with 4 years of experience in customer service, administrative tasks, and social media management across e-commerce platforms. Proficient in tools like Zendesk, Shopify, Zoho, and Amazon Connect, with a strong track record in leading support teams, resolving complex issues, and ensuring top-tier customer satisfaction in fast-paced, remote environments.

EDUCATION

Bluecrest University College
Accra, Ghana

Bachelor's Degree in Mass Communication and Journalism

SKILLS

- Customer support expertise across CRM tools like Zendesk, Zoho, Shopify, and Amazon Connect
- Strong written and verbal communication skills, with a customer-centric approach
- Proven ability to work independently and collaboratively across cross-functional teams
- Meticulous attention to detail with the capacity to manage multiple tasks simultaneously
- High emotional intelligence and adaptability in resolving customer concerns
- Excellent organizational and time management abilities, ensuring efficiency in fast-paced environments
- Proficient in Microsoft Office Suite and Google Workspace for document handling and task coordination
- Skilled in social media management and customer engagement across platforms
- Competent in minute-taking, note organization, and meeting coordination

CERTIFICATIONS

- English for Media Literacy
- Enterprise Design Thinking
- Google Digital Skills for Africa
- Employability Skills Development Program (Lagos State Gov)

PROFESSIONAL EXPERIENCE

Customer Service Representative (REMOTE)

Alpha Intelligent Technology Co. LTD | 2023 - 2025 | CHINA

MICAS Clothing Brand Store – Team Lead / Customer Support

Led customer support operations across email (Zendesk) and social media channels. Supervised team performance, conducted interviews and onboarding, provided training, scheduled shifts, and ensured prompt issue resolution. Utilized ERP systems, Shopify, Zendesk, and 17TRACK to manage customer complaints and logistics.

Callie Gift Store – Chat Support Agent: Responded promptly to customer complaints via Zendesk chat. Leveraged the ERP platform to access customer information and resolve logistics-related issues effectively.

Outon and Beleev Store – Customer Support Representative

Managed customers across Amazon, Wayfair, Walmart, and Home Depot. Handled inbound, outbound, and promotional calls using Amazon Connect. Addressed customers' inquiries via email, text, and social media platforms.

Wbot Robot – Customer Support Agent

Provided technical and general support via inbound and outbound calls through Amazon Connect and Zoho ticketing systems. Ensured timely responses to inquiries while maintaining accurate and detailed records of all customer interactions.

Administrative Assistant/Secretary (PHYSICAL)

High Tree College | 2022 - 2023 | NIGERIA

- Coordinated and distributed meeting agendas, minutes, and essential documentation to ensure effective communication and follow-up.
- Maintained strict confidentiality while organizing sensitive documents and managing secure filing systems.
- Welcomed and assisted visitors professionally, while performing clerical and administrative tasks to support daily office operations efficiently.

Digital Marketer / Social Media Manager (REMOTE)

Dataware Tech | 2021 - 2022 | GHANA

In a full-time remote digital marketing role, I was responsible for developing and executing strategic online campaigns to enhance the company's visibility and client reach. I successfully managed the company's website and social media channels, driving engagement and supporting overall business growth.

Executive Assistant to CEO / Social Media Manager (HYBRID)

Casting Africa | 2020- 2021 | GHANA

Efficiently managed the CEO's calendar, scheduled appointments, and provided comprehensive administrative support, including handling calls and emails. Took initiative in managing the company's social media presence and executing outreach efforts through cold calling. Successfully handled high-volume administrative tasks and supported project management activities with strong attention to detail and organizational skills.