

SAADATU MUMUNI

Phone: (+234) 9074657440

Address: Delta State, Nigeria

Email: olivesaadat@gmail.com

PROFILE

Detailed-oriented and hardworking Customer Support Representative with one (1) year of experience providing customer support through inbound and outbound calls, live chat, email and social media platforms. Experienced in handling customer inquiries, providing appropriate solutions, documenting customer interactions, and maintaining a professional and positive customer experience. Strong verbal and written communication skills with the ability to multi-task, navigate multiple applications follow procedures, and work effectively in a remote environment. Patient, attentive to detail, adaptable and committed to delivering excellent customer service while meeting performance and service-quality expectations.

KEY SKILLS & TECHNICAL SKILLS

- Customer service & Support
- Inbound and Outbound Customer Communication
- Live Chat & Email Support
- Verbal & Written communication
- Data entry & Documentation
- Problem Solving
- Time Management
- Remote collaboration
- Multitasking
- Google Docs & Google Sheets
- CRM Tools (e.g Zendesk, Slack, Zoom)
- Attention to Detail
- Remote Collaboration
- Customer Inquiry Resolution

EXPERIENCE

Customer Support Representative

Freelance / Remote Support Assistance

2025 -2026

- Handled inbound and outbound customer calls, responding professionally to customer inquiries and providing appropriate assistance.
- Assisted customers through live chat, email and other online communication platforms.
- Customized standardized emails follow-up templates, updating customer names and relevant information before sending.
- Responded promptly to customer message, addressed concerns and helped resolve complaint professionally.
- Managed customer interactions while multitasking across multiple application and communication channels.
- Assisted with order tracking, account-related inquiries, and customer service requests.
- Maintained accurate records and documented customer interactions and follow-ups
- Used active listening and problem-solving skills to understand customer needs and provide effective solutions.
- Maintained professional, courteous, and customer-focused communication

EDUCATION

□ B.A. History & International Studies

Kogi State University Anyigba, Kogi State

2017-2021

CERTIFICTIONS & TRAINING

- Digital Marketing (Dyen)
- Social Media Marketing & Facebook Ads
- Microsoft Office Suite Certification

LANGUAGE

- English (fluent)