

THEOPHILUS EMMANUEL

Customer Service Representative

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PROFESSIONAL SUMMARY

Friendly, patient, and customer focused professional with over five years of experience resolving enquiries and complaints across phone, email, chat, and social channels. I respond to customer questions about products, services, orders, and policies, process requests and refunds, and follow up to make sure every concern is actually resolved, not just closed. I maintain accurate records of every interaction, and I bring a strong work ethic built over four years of consistent, unpaid volunteering that led directly to a formal contract offer. I communicate clearly, stay calm under pressure, and treat every customer conversation as a chance to leave someone better off than before they reached out.

CORE SKILLS

- Excellent Written and Verbal Communication
- Customer Support Across Phone, Email, Chat, and Social Media
- Complaint Handling and Resolution
- Order Processing, Refunds, and Service Requests
- Follow Up and Case Resolution Confirmation
- Accurate Recordkeeping of Customer Interactions
- Product, Service, and Policy Knowledge Communication
- Strong Work Ethic and Reliability
- Patience and a Calm, Solution First Approach
- Multitasking Across High Volume Channels

TOOLS & PLATFORMS

Gmail, Outlook, WhatsApp, Telegram, HubSpot, Zoho CRM, Zendesk, Freshdesk, Google Workspace, Microsoft Office, Slack, Zoom, Claude AI.

PROFESSIONAL EXPERIENCE

Executive Virtual Assistant | *Career Crafters Academy (Remote, EdTech)* Jun 2025 to Present

- Serve as a primary point of contact for 400 or more students, responding to enquiries across email, WhatsApp, and Telegram and achieving a 95 percent customer satisfaction rate.
- Resolve customer complaints and service requests professionally and promptly, meeting a 24 hour response standard and reducing escalations through consistent, proactive follow up.
- Maintain accurate records of every customer interaction in HubSpot, including contact details, enquiry history, and resolution notes, with zero data loss.
- Built a self service FAQ resource that reduced repetitive enquiries by 30 percent, freeing up time for more complex customer issues.
- Follow up directly with customers after a complaint or request is resolved, to confirm satisfaction rather than assuming the matter is closed.

- Manage a high volume inbox with a zero backlog standard, staying calm and organised even when multiple channels are busy at once.

Administrative & Operations Officer | *Marben Foundation (Non Profit)* Sep 2024 to Present

- Handle enquiries from beneficiaries, donors, and partners across email and phone, resolving concerns professionally and keeping communication clear and timely.
- Maintain confidential and accurate records of stakeholder communications and programme documentation with 99.9 percent accuracy.
- Coordinate follow up on outstanding requests and concerns, tracking each one through to resolution rather than letting items go unanswered.

Previously: Volunteer Coordinator, Marben Foundation, Jul 2020 to Aug 2024. Four years of consistent, reliable support that led directly to a formal contract appointment, a clear reflection of my work ethic.

EDUCATION

B.Sc. Mathematics, Ahmadu Bello University, Zaria, 2012

CERTIFICATIONS & TRAINING

- Exceptional Customer Support, HubSpot Academy, 2025
- Certificate in Virtual Assistance, Career Crafters Academy, 2025
- AI Automation Program, covering Airtable, Make, Zapier, and Prompt Engineering. Scholarship between The SafeHub Initiative and Locus Africa, May 2026

LANGUAGES

English (Fluent), Hausa (Native), Pidgin English (Conversational)

REFEREES

Available upon request.