

TOYOSI PECULIAR AYENI

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CUSTOMER CARE SPECIALIST

I am a result-focused operation and customer support professional with experience supporting business operations, customer service and administrative processes. I thrive in both highly productive team environment and when working independently. I have worked across operation support and remote administrative roles where i handle customer inquires, account management tasks and process coordination. I am an innovative problem-solver, energetic, enthusiastic, motivated and self-driven. I possess first class interpersonal relationship skills and excellent communication abilities.

PROFESSIONAL EXPERIENCE

Customer Support Representative | Noridian DME

(Remote) Jan 2025 - May 2026

- Manage patients and providers with DME inquiries, claims status, and coverage details with professionalism and empathy.
- Handled high-volume calls, chats, and emails while maintaining HIPAA compliance.
- Escalated unresolved or complex cases to the appropriate departments when needed.
- Collaborated with team members to improve administrative processes and enhance overall service delivery.
- Logged interactions and updated records accurately using Microsoft Dynamics crm and internal systems while maintaining client satisfaction by to 95%

Customer Support Representative | St. Mary Specialist Hospital (Remote)

Aug 2024 - Dec 2024

- Delivered responsive customer support by handling client inquires billing questions and transaction related concerns with professionalism and empathy.
- Schedule, reschedule, or cancel patient appointments using the hospital's electronic health record (EHR) system.
- Respond promptly to emails, live chats, or portal messages with clear, professional, and empathetic communication.
- Clear and concise communication of necessary next steps in clients situations

Customer Support Representative | PlayLearn Academy (Remote)

Sept 2023 - July 2024

- Bulit strong client relationships through reliable service, contributing tom long term trust and repeat engagement.
 - Handle inbound/outbound calls, emails, and chats from students, parents, and guardians regarding admissions, enrollment, fees, schedules, and general inquiries.
 - Monitor school social media channels (Facebook, Instagram, Twitter, LinkedIn) for inquiries, announcements, or feedback
 - Provide timely solutions while maintaining a positive and professional experience.
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EDUCATION

Bachelor of Microbiology

Ecole Supérieure des Technologies Avancées et de Management

Sep 2018 - Jul 2022

Senior School Certificate Examination (SSCE)

Fastpeed Comprehensive College

Sep 2011- Jun 2016

CERTIFICATIONS

Virtual Assistant

ALX

Customer Service and Relationship Management (CSRM) Exfold Global
Consult

National Youth Service scheme (NYSC)

The Ultimate Customer Service Training

Udemy

STRENGTH AND EXPERTISE

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| • Excellent Communication Skills | • Time-management |
| • Critical thinking | • Empathy |
| • Attention to details | • Positive and friendly tone |
| • Teamwork | • Adaptability |
| • Prioritization | • Growth mindset |
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SKILLS

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| • Google workspace | • Data Entry |
| • Microsoft Product (word, PowerPoint, excel, Outlook) | • Calendly |
| • Microsoft Dynamics CRM, Sales Force | • Google drive |
| • Zendesk | • Claude Ai |
| • Zoom | • Gemini |
| • Slack | • Canva |