

Victoria Oyebola

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Profile Summary

Customer-focused professional with experience providing support across phone, email, WhatsApp, and online communities. Skilled at resolving customer inquiries, handling complaints, guiding clients through processes, and building positive long-term relationships across technology and financial services environments.

- Experienced in responding to customer inquiries and resolving issues through multiple communication channels.
- Strong ability to explain products, services, and processes in clear and easy-to-understand language.
- Skilled in complaint resolution, customer follow-up, client onboarding, and relationship management.
- Hands-on experience supporting clients with digital account setup, verification, funding, withdrawals, and platform navigation.
- Proven ability to build trust and maintain positive relationships with customers and online communities.
- Strong communication, active listening, problem-solving, patience, and attention-to-detail skills.

Key Competencies & Skills

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|----------------------------------|------------------------|------------------------|
| • Customer Support | • Complaint Resolution | • Customer Experience |
| • Customer Success | • Phone Support | • Account Support |
| • Client Relationship Management | • Email Support | • Problem Solving |
| • Client Onboarding | • WhatsApp Support | • Communication |
| • Follow-Up | • Client Education | • Community Management |
| | • Digital Platforms | • Attention to Detail |

Professional Experience

Independent Copy Trading Manager & Client Support
PU Prime

Mar. 2025- June 2026

Key Achievements & Main Duties

- Supported clients with onboarding, account setup and platform navigation.
- Responded to questions relating to MT5, funding, withdrawals and copy trading processes.
- Created educational video guides to help clients understand platform features and account procedures.
- Maintained regular communication with an online trading community of approximately 40 active members.
- Explained technical processes in clear and easy-to-understand language.
- Strengthened client retention and engagement through ongoing support and educational resources.

Independent Introducing Broker
Exness

June 2024- Mar. 2025

Key Achievements & Main Duties

- Supported prospective and existing clients throughout registration and onboarding.
- Assisted with account verification, platform setup and account-related questions.
- Guided clients through funding and withdrawal processes.
- Maintained strong client relationships through consistent communication and follow-up.
- Explained brokerage processes and platform features in simple language.
- Developed hands-on experience supporting clients in a financial services environment.

Independent Marketing Consultant
Self - Employed

Dec. 2020- Dec. 2023

Key Achievements & Main Duties

- Generated and followed up with leads through social media and online communities.
- Built customer relationships and supported prospects throughout the sales process.
- Worked with a team that generated more than \$40,000 in combined sales.
- Developed communication, relationship-building and customer engagement skills.
- Collaborated with team members to share sales strategies, support lead conversion, and maintain consistent engagement with prospects and customers.
- Developed and managed online marketing content and promotional campaigns to increase product awareness, attract potential customers, and support sales growth.

Customer Care Representative	Nov. 2020- July 2021
PC Place	

Key Achievements & Main Duties

- Provided customer support through WhatsApp, phone calls and email for customers purchasing technology products.
- Responded to customer inquiries and provided clear information about laptops, televisions, monitors and desktops.
- Resolved complaints professionally and followed up to support timely resolution.
- Helped customers understand available options and make informed purchasing decisions.
- Built lasting customer relationships through patience, responsiveness and professional communication.
- Supported a positive customer experience by listening carefully and addressing customer needs.

Education

Bachelor of Science (BSc) In Biology	2019
<i>Imo State University.</i>	
Master of Science (MSc) In Public Health	
<i>Kogi State University.</i>	2022

Certification

AI & Automation Course	In Progress
<i>Tech Sphere (TS) Academy.</i>	
Professional Trading Certification	2023