

Itunu A. Afolayan]

Customer Service Representative | Problem Solver | Communication Specialist

📍 [New York, USA] | itunuafolayan21@gmail.com|

Professional Summary

Enthusiastic and customer-focused *Customer Service Representative* with over *[4 years]* of experience providing top-tier support in fast-paced environments. Skilled in handling customer inquiries, resolving complaints, managing CRM tools, and maintaining high client satisfaction. Passionate about helping people, improving processes, and enhancing the customer journey.

Core Competencies

- Conflict Resolution
- Communication & Interpersonal Skills
- Multichannel Support (Phone, Email, Live Chat)
- CRM Software (e.g., Zendesk, Freshdesk, Salesforce)
- Complaint Handling
- Team Collaboration
- Time Management
- Empathy & Active Listening

Work Experience

Customer Service Assistant

Dangote company Ltd., Lagos | *June 2021 – 2023

- Handled over 50+ daily customer inquiries via phone and email with 95% satisfaction rating.
- [5/31, 10:59 AM] ChatGPT: - Resolved complaints efficiently, reducing escalation rate by 30%.
- Maintained accurate records using CRM software and provided weekly feedback to the service team.

Front Desk/Customer Support Intern

Larfarge cement, Ibadan | *Jan 2020 – May 2021*

- Welcomed clients, answered queries, and directed them appropriately.
- Assisted in tracking customer orders and managing appointment schedules.
- Developed excellent listening and communication skills.

Education

*B.Sc. [, Mass Communication
[University of Lagos], [Lagos Nigeria] — [graduation- 2019]

Certifications

- Customer Service Fundamentals – Coursera
- Communication Skills for Professionals – Alison
- CRM Software Training (at newton company)

Technical Skills

- Microsoft Office (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets)
- CRM Tools (Zendesk, HubSpot, etc.)
- Social Media Messaging Tools

***References**

Available upon request.