

Adeboye

Customer Service & Virtual Support Specialist

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About Me

I am a dedicated and proactive support professional with experience in providing exceptional customer service and virtual assistance. With strong communication skills and a client-first mindset, I help businesses build trust, handle support inquiries efficiently, and deliver smooth, responsive service across digital platforms.

Key Skills

- Customer Support (Email, Chat & Phone)
- Virtual Assistance
- Live Chat Tools (e.g., Zendesk, Tawk.to)
- CRM Systems
- Data Entry & Admin Tasks
- Time Management
- Microsoft Office & Google Workspace
- Problem Solving

Work Experience

Freelance Virtual Assistant & Chat Support Specialist

Remote | 2023 - Present

- Provided chat and email support for e-commerce and service-based clients
- Managed calendars, scheduled meetings, and organized files
- Handled customer inquiries with a focus on resolution and satisfaction
- Utilized support platforms like Zendesk, Gmail, and Slack for communication

Customer Support Representative (Freelancer)

Remote | 2022 - 2023

- Assisted customers via live chat and email with product-related queries
- Resolved order issues, processed returns, and tracked shipments
- Maintained customer satisfaction rates above 95%

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- Created and maintained internal documentation for FAQs

Testimonials

"Adeboye was professional, fast, and extremely helpful. Our customers loved chatting with him!" -

Client Feedback

"Great communicator and reliable support. Highly recommended!" - Freelance Client