

FLORENCE OLUWABUSAYO ATANDA

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SUMMARY

Results-oriented Customer Service Representative with years of experience in utilizing various customer support tools and software to streamline processes and enhance customer interactions. Committed to delivering outstanding service that consistently exceeds expectations and contributes to team and organizational success. Proven track record of increasing customer satisfaction through proactive problem-solving and effective conflict resolution. Skilled in managing a high volume of customer inquiries while maintaining a positive, professional attitude. Strong communicator with the ability to empathize with customers and adapt to their diverse needs.

SKILLS

- Proficiency in customer support software
- Knowledge of CRM systems
- Familiarity with communication tools
- Experience with email marketing platform
- Ability to manage social media platforms for customer interaction
- Familiarity with project management tools
- Ability to learn quickly and apply new information.
- Team player
- Customer-focused mindset
- Technical troubleshooting skills
- Proficiency in Microsoft Office and Google Workspace
- Typing speed and accuracy
- Understanding of customer relationship management(CRM) system

PROFESSIONAL EXPERIENCE

Giftcard8, Beijing, China.

Remote Customer Service/Sales Representative | October 2024 – Present

- Provided exceptional customer service via email, live chat, and phone for Giftcard8's range of digital gift cards and services.
- Assisted customers with inquiries regarding product details, troubleshooting, and order status.
- Processed transactions, managed returns and exchanges in compliance with company policies.
- Conducted follow-up calls/emails to ensure customer satisfaction and encourage repeat business.
- Cross-sell and upsell digital gift cards to maximize revenue while maintaining a customer-centric approach.
- Tracked customer feedback and worked with the product team to suggest improvements to the customer experience.
- Contributed to team KPIs by meeting sales targets and providing high-quality service.

VAA GLOBAL TECH HUB, Remote - Nigeria

Sales Representative Intern | June 2024 - September 2024

- Oversaw sales processes and team activities to ensure compliance with company policies, resulting in improved operational efficiency.
- Managed and organized essential sales records and administrative tasks within the CRM system, improving data accuracy and accessibility.
- Utilized CRM tools to track and follow up on leads, increasing conversion rates and driving sales growth.

ABAT MARITIME SERVICES (CLEARING AND FORWARDING), Apapa, Lagos State.

Secretary |March 2020 – 2022

- Managed and organized essential records and administrative tasks, improving efficiency and accessibility.
- Developed and delivered training programs, enhancing shift supervisors' and department leaders skills and performance.
- Led and monitored all staff to ensure policy adherence, resulting in improved compliance and training effectiveness.
- Handled all communication and correspondence, fostering clear and effective information flow within the organization.

GLOBAL TOUCH ACADEMY, Mowe Ogun State

Administration & Teacher 2018-2020

- Oversaw daily school operations to ensure a seamless and effective educational environment.
- Delivered engaging and informative lessons in Business Studies and Store Management, fostering student understanding and interest.
- Designed and conducted assessments to evaluate student knowledge and monitor academic progress.
- Efficiently organized and facilitated meetings for teachers and the board of directors, ensuring productive discussions and decisions.

EDUCATION

Business Administration (Bsc) | 2017

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TOOLS

- Customer Support Platforms: Zendesk, Zoho
- CRM Systems: Salesforce, HubSpot
- Communication Tools: Zoom, Microsoft Teams, Slack
- Email Marketing Platforms: Mailchimp
- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook
- GoogleWorkspace: Gmail, Google Drive, Google Docs, Google Sheets, Google Slides, Google Forms
- Social Media Management: Hootsuite, Buffer
- Analytics Tools: Google Analytics
- Project Management Tools: Asana, Trello
- Design Tool: Canva

CERTIFICATION

- Customer Service and Relationship Management Certification Vaaglobal tech May 2024
- Alx Africa Virtual assistant certification Nov 2024

Language Proficiency

Excellent English Communicator

INTEREST

- Excellent English Communicator
- Building strong relationships with customers
- Problem-solving and finding solutions
- Continuous learning and professional development
- Providing excellent service and exceeding customer expectations
- Working collaboratively in a team-oriented environment