

# AYOMIDE OTUNBA

## CUSTOMER SERVICE AND ADMINISTRATIVE SUPPORT PROFESSIONAL



+234 814 352 8263



otunbaayomide2013@gmail.com



1A Bolaji Akinyemi Cres. Katampe  
Ext. Abuja, Nigeria

### PROFILE

Dedicated and reliable Customer Service Professional with over 3 years of experience handling customer inquiries, resolving complaints, and providing administrative support via email, chat, and phone channels. Proven ability to work well in fast-paced environments, manage multiple tasks, and maintain strong relationships with both customers and internal teams. Committed to delivering exceptional service and contributing to a positive team dynamic.

### SKILLS

- Customer Service & Support (Email, Chat, Phone)
- Administrative Assistance (Email Management, Data Entry, Scheduling)
- Problem-Solving & Conflict Resolution
- Strong Verbal & Written Communication
- Team Collaboration & Reliability
- Proficient in Microsoft Office Suite

### EXPERIENCE

#### COMMUNITY MANAGER

ReadnHustle

2019 - 2024

- Managed a 4,000-member online learning community, responding to member inquiries and resolving issues promptly.
- Provided support through multiple channels, including chat and email, ensuring a positive experience for all users.
- Collaborated with team members to maintain community engagement and satisfaction.

#### BUSINESS DEVELOPMENT ASSOCIATE

Hustlemi

2018-2019

- Actively communicated with university stakeholders, handling inquiries and requests in a professional manner.
- Represented the company at events, providing customer support and ensuring strong relationships with partners and clients.