



Hope Lawrence

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I am a passionate cooperate service professional skilled in customer service, office administration, cooperate communication and correspondence, and customer relationship development. I am accomplished in providing unsurpassed support to demanding customers. I offer my over 2 years of experience in related roles, with a passion for always improve and exceeding expectations.

I am hardworking with 2 years of experience working remotely with an Australian e-commerce consumer electronic company. I have been trained in project and time management with extensive knowledge of customer support procedures, order management, and fulfillment procedures with proven multitasking abilities. I am committed to maintaining professional relationships with co-workers and clients to increase profitability and drive business results. I have the ability to grasps company initiatives quickly as a customer service agent, while achieving company and personal goals. I can swiftly adapt to shifting seasonal needs, demands and priorities, communicates trends and recommendations to customers, and provide feedback to management. I apply effective teamwork, customer, and sales skills simultaneously when performing duties.

EXPERIENCE

Homework Edutech

Nov 2019 - Present

Project Coordinator

- Provided technical direction an IT support on Edutech projects for schools and share collaborative initiatives with other engineers, designers, and technicians.
- Identified cost-saving platforms like Google Classroom and Microsoft Teams to help schools stay on track with learning activities online classes in response to the Covid19 Pandemic across the globe.
- Kept projects on schedule by managing deadlines and adjusting workflows as needed.
- Coordinated presentations for school owners and project members detailing project scope, progress, and results, keeping all entities well-informed of milestones and goals.
- Planned and arranged meetings with school owners and individuals, enabling all parties to meet and discuss project progress.
- Met with students, parents, and administrators to address and resolve students technical issues as well as offer specialized training to teachers on how to deliver well-structured lessons using technology

Volta Charger

Nov 2017 - Nov 2019

Remote Customer Service Specialist

- Responded to customer requests for products, services, and company information. Increased customer satisfaction by resolving Product issues.
- Compiled customer feedback and recommended service delivery improvements to management Described product or service to customers, thoroughly explaining details and care of merchandise.
- Used company troubleshooting resolution tips to evaluate technical problems while leveraging personal expertise to find appropriate solutions. Suggested new procedures to persuade canceling customers to stay with the company, resulting in a 75% decrease in customer order cancellations.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Educated customers on promotions to enhance sales, cultivated customer loyalty, promoted repeat customers to improved customer product purchases.
- Managed quality assurance program, including on-site evaluations, internal audits, and customer surveys.

Lien Consult

Jan 2016 - Nov 2017

Sales and Marketing Representative

- Led educational training seminars and product demonstrations.
- Evaluated inventory and delivery needs, optimizing strategies to meet customer demand.
- Demonstrated products and specific features at customer locations and special events.
- Boosted brand awareness, implemented promotional social media campaigns, and employed sales tactics for customer retention and brand loyalty.
- Adapted sales techniques to specific clients and promote products based on individualized client needs.
- Enhanced the success of advertising strategies by boosting engagement through social media and other digital marketing approaches.
- Set up appointments with potential and current customers to discuss new products and services.
- Performed cold-calling and follow-ups with leads to secure new revenue.
- Used consultative sales approach to understand and meet customer needs.
- Worked to develop a network by identifying and pursuing new leads, attending industry events and building rapport with clients Identified client needs, built relationships, and overcame objections to driving sales.

EDUCATION

Ignatius Ajuru University of Education, Rivers State

Apr 2009 - Oct 2012

Bachelor of Education: English Language And Literature

Comprehensive Secondary School, Rumueme, Rivers State

Sep 1997 - Jun 2002

Senior Secondary School Leaving Certificate: Secondary Education

SKILLS

- Customer Relationship Management
- Customer Retention Strategist
- Customer Account Management
- International Sales Support
- Developing brand messaging
- Customer service expert
- Customer Loyalty Strategist
- Social Media Customer Community Building
- Basic Technical Support Skill
- Basic Html and CSS Skills
- G-suite Administration
- Zoho CRM Management
- Zendesk Support Integrations

CERTIFICATIONS

Google Africa Developer Scholarship

April 2020 - present

Associate Cloud Engineer Certification (in-view)

Web Developemet (Frontend Fundamentals) Certificate

Jan2020

Purple.com

HTML, CSS and Javascript Basic Certification

Jan - Dec 2019

Sololearn.com

LANGUAGES

English (Full professional proficiency), **Igbo** (Working Proficiency)