

# VICTORIA DUNMOYE

CUSTOMER SUPPORT

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📍 Osun, Nigeria

🌐 <https://victoria-support.vercel.app/>

## WORK EXPERIENCE

### ■ FEB 2024 - AUG 2024

FAIRSHOP- Onsite

#### Software development intern

- Created responsive and visually appealing websites using HTML, CSS and JavaScript.
- Collaborated with senior developers to implement new features and fix bugs.
- Enthusiastic about Ecommerce and exploring new technologies and trends in web development and designs and also passionate about contributing to open-source projects and communities.

### ■ JAN 2022 - JAN 2024

PZCUSSENS([www.pzcussons.com](http://www.pzcussons.com))- Remote

#### Customer support

- Delivered exceptional customer service by addressing inquiries and resolving complaints related to health care products via phone, email, and chat.
- Provided detailed product information and support regarding health care services, enhancing customer understanding and usage.
- Supported multiple brands within the PZ Cussons portfolio, demonstrating adaptability and a strong knowledge of diverse product lines.

### ■ JAN 2021 - DEC 2021

MAIL POETS ([www.mailpoet.com](http://www.mailpoet.com)) - Remote

#### Customer support

- Developed and implemented targeted email marketing campaigns using MailPoet, resulting in increased engagement and conversion rates.
- Created and designed visually appealing email templates to enhance brand messaging and user experience.
- Collaborated with cross-functional teams to align email marketing initiatives with overall business goals and marketing strategies.

## EDUCATION

### 2019 - 2023

UNIVERSITY OF ILORIN,  
NIGERIA

- Bachelor degree in English Language.

## SKILLS

- Web development(Html, CSS and javascript)
- Ecommerce and Customer-centric
- Excellent communication in English
- Empathy, hardworking and strong attention to detail
- Time management
- Troubleshooting and Problem-solving

## TECHNOLOGIES

- **E-commerce:** Shopify, Pagefly and other page builders
- **Coding:** VScode, codepen, Github
- **Ticketing:** Freshdesk, Zendesk, Crisp, Slack
- Microsoft 365
- Google applications

## LANGUAGES

- English