DUNMOYE VICTORIA

TECHNICAL SUPPORT EXPERTISE

CONTACT

📞 +234-90-5154-4983

✉️ dunmoyetemitope94@gmail.com

📍 Osogbo, osun state, Nigeria.

EDUCATION

2018-2023

UNIVERSITY OF ILORIN

- Bachelor's degree in English and Literary studies

SKILLS

- Good knowledge of web design (html, css, and java script)
- Strong and effective communication skills (English)
- Ability to troubleshoot problems and provide timely solutions
- Empathy and patience in dealing with customer's inquiry and concerns
- E-commerce (knowledge of Shopify and WooCommerce)
- Detailoriented and able to multitask
- Active listening
- Strong customer service orientation
- Problem solving and critical thinking
- Shopify
- Mailpoet
- Pagely

LANGUAGES

- English

OVERVIEW

As a dedicated and result-driven technical support specialist,I have honed my skills in resolving complex issues and delivering exceptional services with over 3 years of experience in fast-paced environment. My efficient service at mailpoet, where I ensured customer satisfaction while assisting product users in resolving complaints and technical issues, has created a strong foundation in problem solving, effective communication, and adaptability. Additionally my experience at Landmark cafe , PageFly, Shopify, and Indomie Nigeria has further enhanced my skills .

As a self-taught web developer and PageFly page builder, I have acquired skills and knowledge over the past 2 years in drag and drop page building, customizing templates and layouts,and creating custom pages using PageFly plugin. My self-taught expertise in PageFly page building demonstrate my ability to learn new skills independently, troubleshoot, and problem-solve. My passion for helping others and drive for continuous improvement have constantly yielded possitive feedback and recognition, making me a valuable resource for any technical support team.

WORK EXPERIENCE

Mailpoet

Customer support   JAN,2021 - DEC,2021

- Maintained accurate records of customer interaction using email chat support system.
- Proficient in mailpoet plugin installation, configuration,and troubleshooting.
- Experienced in creating and managing email marketing campaigns,automatedworkflows,and subscriber lists.
- Assist product users in resolving complaints and technical issues.
- Educate users on how to use the product and make the best of it .

Indomie Nigeria

Product promoter and customer support   FEB, 2022-present

- Conduct market research to identify opportunities and challenges, and provide feedback to the product development team for continuous improvement.
- Identify and understand the target audience for the product.
- Gather feedback from customers and potential clients regarding the perception of the product.

Self taught web developer and Shopify designer

From 2023-present

- Good knowledge of web design (html5,CSS3, and JavaScript)
- Proficient in Shopify theme development, customization,and optimization.
- Responsive webdesign.
- customer storefront and and template creation.
- Mobile-friendly and responsive design .
- pagefly drag and drop page building.
- customizing templates and layouts.
- understanding Shopify integration and settings.

PZ Cusson Nigeria

JUNE, 2015-DEC, 2016

Customer support

- Answered customer inquiry and resolving customer complaints via phone, email, or chat .
- Collaboratied with internal team to resolve complex customer complaints.
- Provide products information and support to customer.
- Addressied product inquiries,orders, and delivery issues.
- provided customer support for multiple for multiple brands and products.

Jagal pharma

Jan, 2017--2018

marketer

- Led marketing campaigns for new product launches, resulting in 28% sales growth .
- Developed and executed brand strategies, increasing brand awareness by 30%.

Candid table water

2016-2027

Salese excecutive

- built and maintained strong relationships with customers, distributors, wholesalers,and retailers.
- Conducted market research , competitor analysis, and customer insight
- managed a port folio of 100+ customers.