

# **Customer Support Portfolio**

**by**

**Khadijat Oduyemi (Kay)**



# About Me

Hi, I'm **KHADIJAT ODUYEMI**—pronounced Ka-dee-jat — but feel free to call me Kay. I'm totally okay with what's easiest for you.

your dedicated Customer Support Specialist committed to delivering seamless experiences and exceptional service.

I specialize in managing customer inquiries, resolving issues, and optimizing support systems to enhance client experiences. Whether it's live chat, email responses, ticket management, or handling escalations, I provide thoughtful and proactive solutions that keep customers happy and businesses running smoothly.

I don't just answer questions—I listen, understand, and create lasting customer relationships. My goal is to turn every interaction into a positive experience while streamlining support processes to improve overall efficiency.

Let's build customer trust, boost satisfaction, and create seamless support—together.



# My Vision

I want to make life easier for customers and businesses by ensuring every interaction is smooth, stress-free, and genuinely helpful. My goal is to create a support experience where customers feel heard, valued, and taken care of—so businesses can build trust and focus on growth.

By being reliable, clear, and proactive, I do more than just solve problems—I create positive experiences that keep customers coming back. For me, great customer support isn't just about answering questions; it's about building real connections and making things effortless for everyone.

# My Mission

I'm here to make customer support smooth, reliable, and stress-free. My goal is to help businesses build trust with their customers by providing clear communication, fast solutions, and a seamless support experience.

I believe great customer service goes beyond just answering questions—it's about understanding needs, solving problems before they become issues, and making every interaction a positive one. Whether it's responding to inquiries, troubleshooting concerns, or improving support systems, I bring a mix of efficiency, patience, and care to every conversation.

At the heart of it all, I want to make life easier for both businesses and their customers—because when support runs smoothly, everything else falls into place.

# What I can do for you

I take the pressure off your shoulders so you can focus on what matters. With a natural ability to stay organized and a proactive approach, I make sure customers feel heard, valued, and supported. Here's how I can help:

- Customer Support & Assistance – Handling inquiries, resolving issues, and making sure every customer interaction is smooth and professional.
- Email & Chat Support – Managing inboxes, responding to customer questions, and keeping communication clear and efficient.
- Problem-Solving & Resolution – Addressing concerns with care, patience, and the goal of turning every interaction into a positive experience.
- Appointment & Follow-up Management – Scheduling calls, tracking follow-ups, and ensuring no customer request falls through the cracks.
- Order & Account Support – Assisting with account setup, order processing, and troubleshooting any concerns customers may have.

I don't just handle support tasks—I create a stress-free experience for both you and your customers. Let's make customer service smooth, friendly, and effortless—together!



# Educational Background

## High School

2005 - 2011

Muslim Girls' High School, Ijebu-Ode, Ogun State, Nigeria.

## College

2014 - 2019

Tai Solarin University of Education, Ijagun, Ogun State.

Bachelor in Science(Secretarial Administration)

## Additional Certifications

Must have skills(training) for Virtual Assistants)

- Email Marketing Certified
- Virtual Assistant Training Handbook
- Google Calendar
- Other Certificates available

**Click here**

# How I work with my client

I believe in making things simple, clear, and hassle-free. My goal is to take the stress off your plate—handling customer inquiries, resolving issues, and keeping things running smoothly so you can focus on what matters most.



When we work together, you're not just getting support—you're gaining a reliable partner who genuinely cares about your customers and their experience. I listen, respond, and find solutions that make every interaction easier and more enjoyable.

Great service isn't just about answering questions—it's about creating a positive, seamless experience for every customer. Let's make that happen, together!

## Understanding Your Needs



We start with a conversation to discuss your goals, pain points, and the kind of support you need. This helps me tailor my approach to fit your workflow.

## Setting Up a System



I create a structured plan for task management, communication, and priorities—so nothing falls through the cracks. Whether it's email management, scheduling, or project coordination, everything runs smoothly.

## Seamless Execution



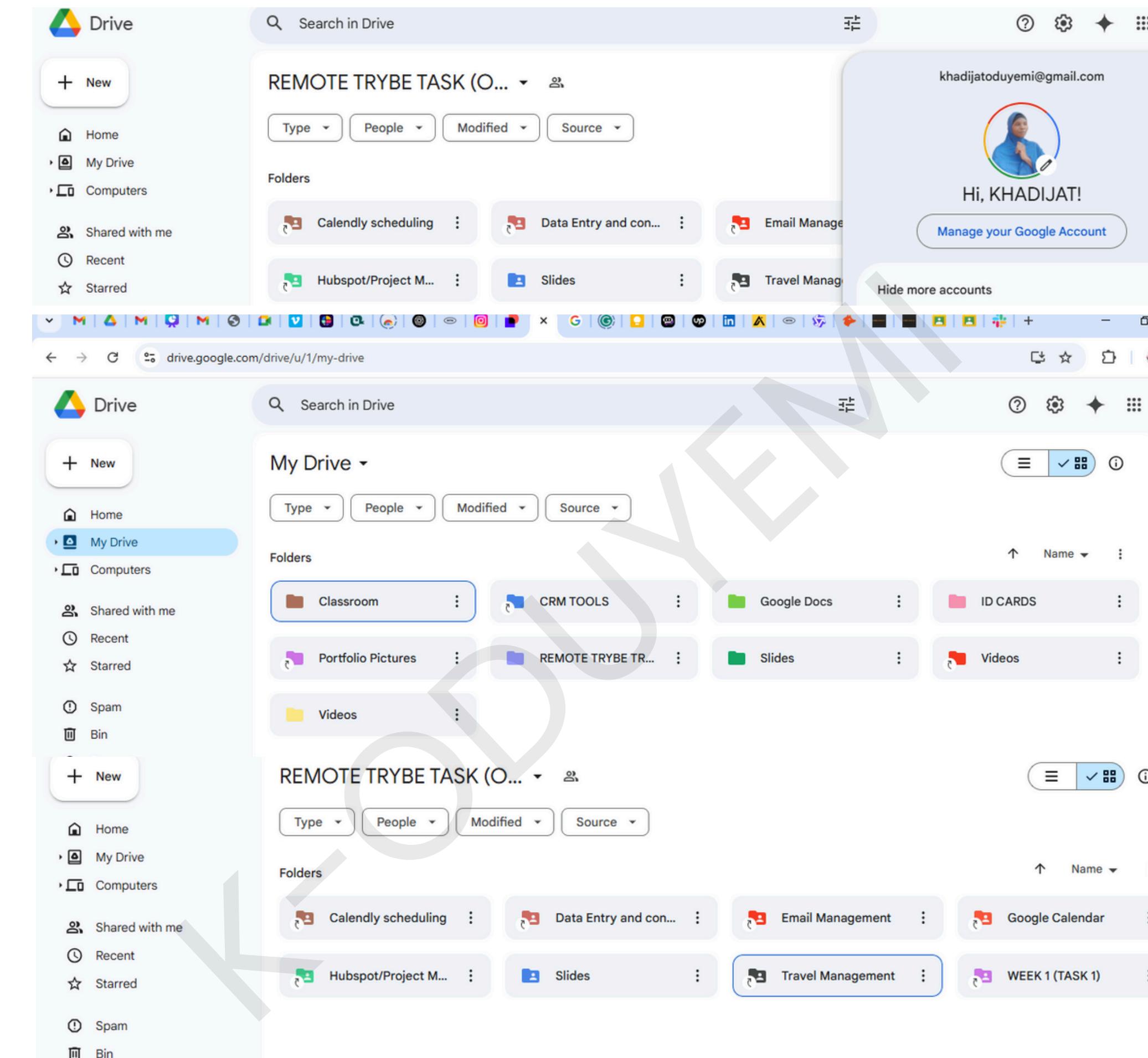
I handle tasks proactively, keep things organized, and communicate clearly to ensure efficiency. You'll always know what's happening—without micromanaging.

## Continuous Support and Improvement



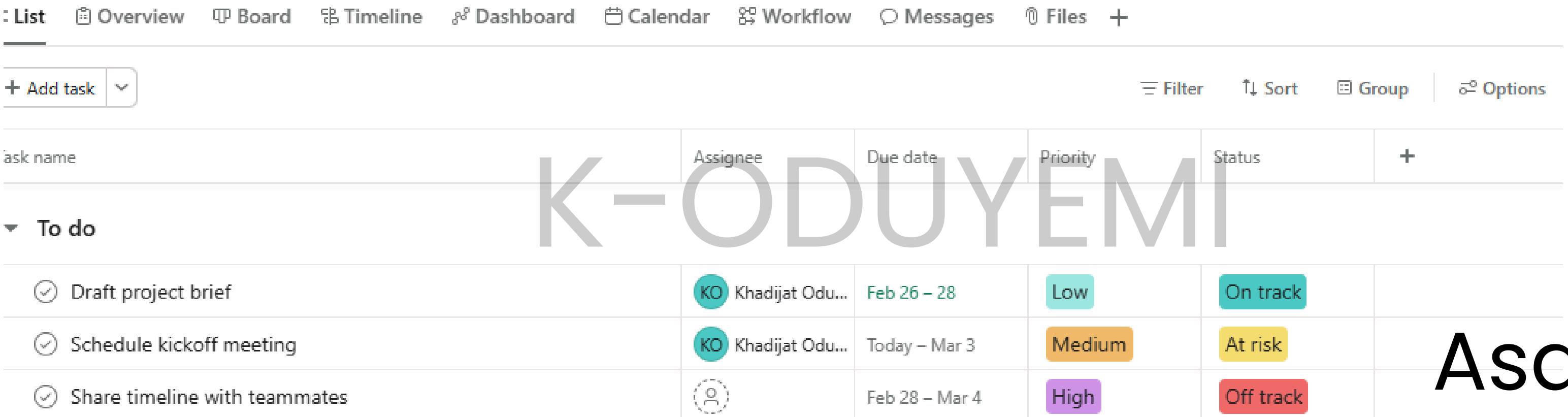
I adjust to your changing needs, find ways to make processes more efficient, and keep everything on track. My goal is to take the pressure off you, so you can focus on what truly matters.

- Organizing and categorizing files for easy access
- Structuring Google Drive with clear folder hierarchies
- Implementing consistent naming conventions
- Managing file permissions and sharing settings
- Ensuring data security and backup procedures
- Streamlining workflows for better efficiency



# Customer Support | Task & Workflow Management

- Managed and tracked customer service tasks using various task and workflow management tools (e.g., Asana, Trello, ClickUp, Zendesk, Freshdesk) to ensure timely issue resolution and smooth operations.
- Prioritized and assigned customer inquiries based on urgency and complexity, preventing service delays and ensuring a seamless support experience.
- Monitored and updated task statuses, proactively addressing at-risk or off-track issues to maintain service quality and customer satisfaction.
- Coordinated cross-functional communication between teams to resolve customer concerns efficiently and maintain a structured workflow.
- Developed and maintained organized support workflows, improving response times, tracking progress, and optimizing service delivery.



The screenshot shows the Asana task management interface. At the top, there are navigation tabs: List, Overview, Board, Timeline, Dashboard, Calendar, Workflow, Messages, Files, and a plus sign for adding new tasks. Below the tabs are filtering and sorting options: Filter, Sort, Group, and Options. A search bar is present above the main task list. The main area displays a table with columns: task name, Assignee, Due date, Priority, and Status. A large, semi-transparent watermark with the text "K-ODUYEMI" is overlaid on the interface. The task list under the "To do" section includes:

task name	Assignee	Due date	Priority	Status
Draft project brief	KO Khadijat Odu...	Feb 26 – 28	Low	On track
Schedule kickoff meeting	KO Khadijat Odu...	Today – Mar 3	Medium	At risk
Share timeline with teammates	(empty)	Feb 28 – Mar 4	High	Off track

At the bottom, there is a button labeled "Add task...".

Asana

**Inbox** 4

Q +

- Your inbox 4
- Mentions 0
- Created by you 0
- All 4
- Unassigned 0
- Dashboard
- Fin AI Agent
- Teammates

Team

Get set up

Set up channels to connect with your customers

Details Copilot

Assignee

Team Inbox

User data

Edit apps

**Create Customer ticket**

Email X [Demo] ▾

Incorrect Charge on Monthly Invoice

1. Cross-check the customer's payment history.  
2. Issue a refund if a duplicate charge is confirmed.  
3. Notify the customer about the corrected billing statement.

Ticket type Tickets

Platforms + Add

Root cause + Add

Sharing Always shared

Create ticket Cancel

Tyson Jordan

Organization (create)

Tyson J

Followers

← Trial home

+ Add

## FEATURE USAGES

Macros

5

Used today

Updated today

Triggers

7

Used today

Updated today

Automations

1

Used today

Updated today

Views

7

Updated today

## Customer not responding

### Status category

Public Reply

Internal Note

Hello Tyson Jordan. Our agent KHADIJAT ODUYEMI has tried to contact you about this request but we haven't heard back from you yet. Please let us know if we can be of further assistance. Thanks.

Cancel

Apply Macro

https://trello.com/c/VRMi0SGO/8-tessy-brown

12 days left

Search

Get as default

Go to trial guide Talk to Sales

Ctrl K

Filter by: 7 activities

Collapse all

Companies (0)

See the businesses or organizations associated with this record.

Deals (0)

Track the revenue opportunities associated with this record.

Payment Links (0)

Give customers a fast, flexible way to pay. Accept a payment and associate it with this record.

Set up payments

Contacts (0)

See the people associated with this record.

Customize record

Customize record

Overview Activities

Record summary

Ticket summary

Generated Jan 28, 2025

The customer, Miss Kate, reported being overcharged for her monthly subscription. She expected to be billed \$50 for the month but received an invoice for \$75.

Actions needed include verifying billing details, cross-checking her subscription plan, and updating her on the resolution.

Ask a question

Overview Activities

Data highlights

CREATE DATE

01/28/2025 1:51 PM GMT+1

LIFECYCLE STAGE

Lead

LAST ACTIVITY DATE

01/29/2025 4:10 AM GMT+1

Recent activities

Filter by: 7 activities

Collapse all

Note Email Call Task Meeting More

About this ticket Actions

Ticket description

The customer, Miss Kate, reported being overcharged for her monthly subscription. She expected to be billed \$50 for the month but received an invoice for \$75.

See more

Ticket owner

Khadijat Oduyemi

Create date

01/28/2025

Last customer reply date

--

Priority

High

Join Members Labels Checklist Dates Attachment Location Cover Custom Fields

Customize record

View associated contacts

Companies (1) + Add

Primary

HubSpot hubspot.com

Phone: --

View associated companies

Deals (0) + Add

# Why your Business Needs Customer Support

Great customer support isn't just about answering questions—it's about building trust, strengthening relationships, and keeping customers coming back. Here's why having dedicated customer support is essential for your business:

- ✓ Enhances Customer Experience – Quick, helpful responses create a positive impression and keep customers satisfied.
- ✓ Builds Trust & Loyalty – When customers feel heard and valued, they are more likely to stay loyal to your brand.
- ✓ Boosts Efficiency – A structured support system ensures issues are resolved quickly, reducing delays and frustration.
- ✓ Increases Sales & Retention – Happy customers are more likely to return, refer others, and make repeat purchases.
- ✓ Protects Your Reputation – Professional and timely support helps prevent negative reviews and strengthens your brand image.

A strong customer support system turns first-time buyers into long-term customers. Let's create a seamless experience that keeps them coming back!

# Trello

The Premium free trial for HealthVista Innovations ends tomorrow. Free Workspaces can only contain up to 10 open boards and up to 10 collaborators. If this Workspace exceeds these limits when the free trial ends, some boards may be archived or become view only. [Learn more](#)

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1 day left

Search

Workspaces Recent Starred Templates Create

Content Creation Calendar

Ideas

Infographic: "How to Use Trello for Beginners."

To Do

Newsletter: "November Updates."

In Progress

Social media post: Instagram Reel script on "Daily Routines."

Review

Blog post: "5 Productivity Tips for Remote Work."

Completed

Boards

Templates

All boards in this Workspace

Book Appointment

CRM Escalation Issue

Follow up with client Tom Harvey

Invoices

Lead Tracking

Leads Tracking

Medical

My Trello board

Sales & Marketing

Technical Team

Wellness Unit

Create new board

Boards

Collections

Highlights

Views

Members

HealthVista Innovations

Workspaces

Workshop Setup

Join Workspace

Jan 30

Add My Accountability partner

Jan 30

Make First contact with customer

Create a Query ticket

Jan 31

Send Follow up email 1

Jan 31

Send Follow up Email 2

Jan 31

New Contact for My Partner

Create New Contact

Jan 31

Escalate to My Partner

Jan 31

Resolve Query

Resolve Customer issues

Jan 31

Ensure Customer is Satisfied

Jan 31

+ Add a card

Table

Calendar

Your boards

Leads Tracking

Ticket escalation

0/4

AO RG

14 days left

Search

Workspaces Recent Starred Templates Create

Content Creation Calendar

Ideas

Infographic: "How to Use Trello for Beginners."

To Do

Newsletter: "November Updates."

In Progress

Social media post: Instagram Reel script on "Daily Routines."

Review

Blog post: "5 Productivity Tips for Remote Work."

Completed

Boards

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0/4

AO RG

Trello

New

## Cannot Access Health Insights Community

Created by Khadijat Oduyemi

Benjamin Chukwu reported via phone

20 minutes ago (Fri, 7 Feb 2025 at 3:36 PM)

- A customer is unable to join the online community despite having an active subscription.

Khadijat Oduyemi added a private note

a few seconds ago (Fri, 7 Feb 2025 at 3:57 PM)

Notified to: okohmaureen53@gmail.com

Customer is unable to join the Health Insights Community despite having an active subscription. Verify their account status, check if their email is correctly registered, and confirm they are using the correct login credentials. If needed, reset access or manually add them to the system.

K

Add note

Forward

Open

FIRST RESPONSE DUE

by Mon, Feb 10, 2025 3:36 PM

RESOLUTION DUE | Edit

by Wed, Feb 12, 2025 3:36 PM

< All threads

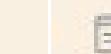


Private thread

K

Khadijat Oduyemi added a private note

3 hours ago To: okohmaureen53@gmail.com



Customer is unable to join the Health Insights Community despite having an active subscription. Verify their account status, check if their email is c... [Read more](#)

# FRESHDESK

**Subject:** Update on Benjamin Chukwu's Ticket

Hi Khadijat,

I've responded to Benjamin Chukwu regarding his access issue with the Health Insights Community. I've provided troubleshooting steps and reset his access.

Activate Windows

Go to Settings to activate Windows



Send

# ZOHO CRM

**Setup**

**Email Configuration**

Compose Email Email Sharing Organization Emails Custom Email Fields

**Configure Email**

Connect your email inbox with Zoho CRM and transform the way you do sales.

Access your customer emails with holistic CRM information

Send and receive mails from inside CRM records

**Get Started**

**Import** Import History

Easily import records from your existing CRM with our migration tools. Select your existing CRM below to get started.

salesforce Zoho CRM Microsoft Dynamics 365 Sugar act!

pipedrive Capsule HubSpot insightly Highrise

Bitrix24

CRM

Hello,

You are invited to join Healthinnovations CRM account. Once you accept the [invitation link](#), you will be associated with that account.

If the above link does not work, please copy and paste the following address into your browser.

<https://crm.zoho.com/crm/AcceptInvite?crmdigest=7f53a1c51d26963f4ef137d897e1924474cad7f867fdb019b6e8e758be0fe2c54ca0e1c0a5b6e2a97c4cd3ae5b80a8f7dcc5644fefcdeb7c3a73992ed375b5d569baf47bf6df0ed12440fcc3ac0efbcd869dc25b47f6265f379d3d8bdc47388dab50a648602f56d151d1cd6f8c3b34650c5a6218008d22b0a90705756c01fa882f6472aebf5d64eb69e04999380bcbcc66cf22214b0dd3488b6a94913e80>

If you do not wish to accept the invitation, you can always [decline](#) the request.

You are also part of the organization(s) listed below:

**ALL ZOHO APPS**

**SALES & MARKETING**

- Zoho CRM
- Marketing Plus
- Forms
- Social
- Survey
- Sites
- Backstage
- Webinar
- CRM Plus
- Bigin
- Sign
- SalesIQ
- Campaigns
- PageSense
- Bookings
- LandinPage

# Google Forms

## Why buy thrift?

Budget friendly fashion

### Okrika Thrift Business Survey: Understanding Consumer Preferences and Experiences

B I U ↲ ✎

This survey aims to gather valuable insights from consumers regarding their experiences and preferences related to the Okrika thrift business in Nigeria. By exploring factors such as shopping frequency, motivations, and satisfaction levels, the survey seeks to understand the dynamics of thrift shopping in the current economic landscape. Participants will provide feedback on their buying habits, preferred platforms for shopping, and suggestions for improving thrift store offerings. The results will help inform strategies for enhancing customer experiences and expanding the reach of Okrika businesses in Nigeria.

ing Consumer Preferences and



Questions Responses 2 Settings

How do you assess the quality of thrift clothes before purchasing? (Select all that apply) \*

- Checking fabric type
- Reading product descriptions
- Looking at customer reviews
- Asking the seller questions

If you have purchased from an online thrift store, how satisfied were you with your experience? \*

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied



Section 1 of 5

### Generational Preferences Survey

B I U ↲ ✎

Hello there! We're excited to hear your thoughts! This survey will help us understand the preferences of different generations. Your input is invaluable! Help us understand the likes and dislikes of different generations! Your responses will provide valuable insights.

Which platform do you use the most for content creation?

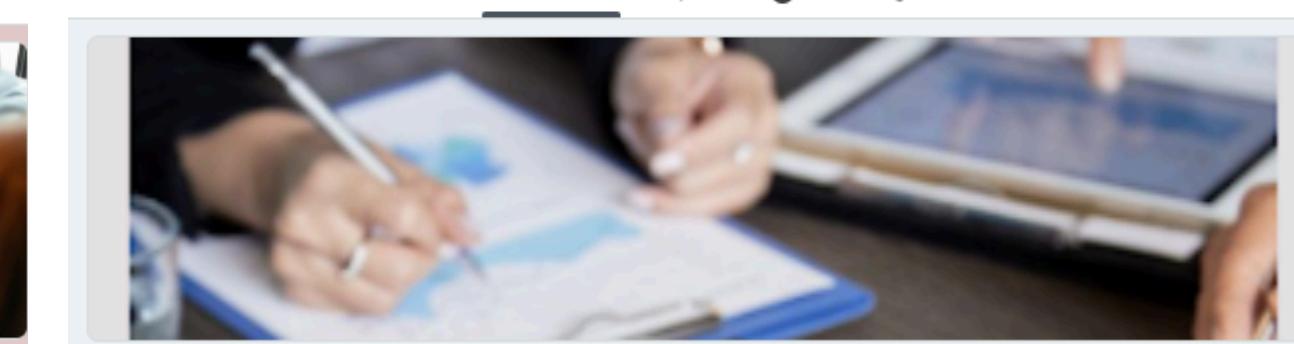
Multiple choice

- Tiktok
- Instagram
- Facebook
- Youtube
- Other...
- Add option

Required

What influences your shopping decisions the most? \*

- Social media influencer
- Online reviews
- Price



Section 1 of 4

### Project Supervision Appointment Form

B I U ↲ ✎

- Please fill out this form to schedule your project supervision. Make sure to submit it at least 48 hours before your appointment.

After section 1 Continue to next section

Student Information

Description (optional)

Full Name \*

Short-answer text

Matric No \*

Short-answer text

Course/Program \*

Short-answer text

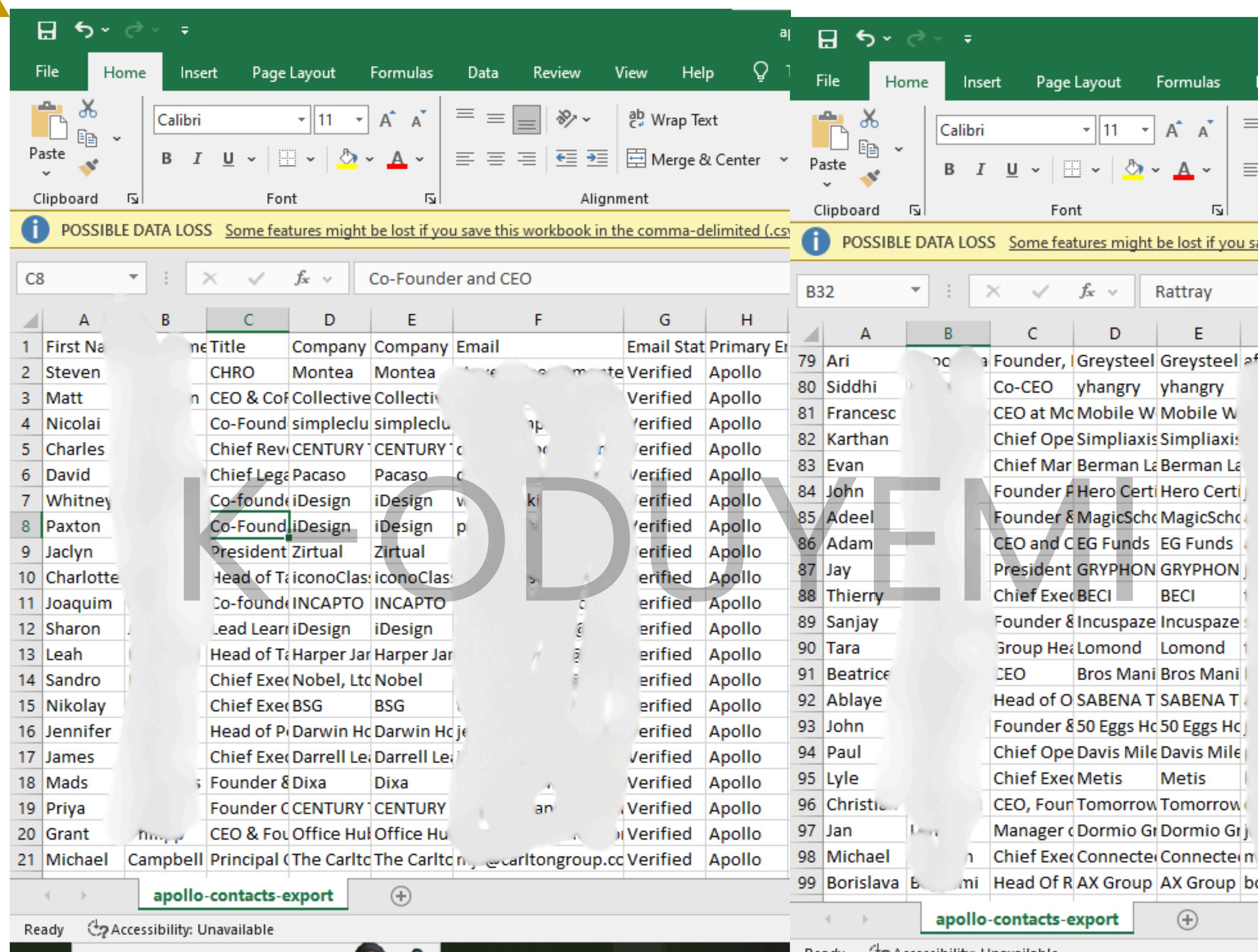
Project Topic \*

Short-answer text

# Lead Generation

I identify, source, and verify potential business leads to support sales and outreach efforts. Utilizing Apollo.io, I extract contact details of key decision-makers, including Founders, CEOs, and other C-suite executives, ensuring data accuracy and relevance. My tasks involve:

- Data Collection & Research – Gathering high-quality leads with verified email addresses, phone numbers, and company details.
- Database Management – Organizing and maintaining structured lead lists for efficient prospecting.
- Cold Outreach Support – Providing clean, categorized data for personalized outreach campaigns.
- Market Segmentation – Filtering leads based on industry, seniority, and engagement levels for targeted prospecting.



The image shows two side-by-side Microsoft Excel windows displaying lead data from Apollo.io. Both windows have a yellow header bar with the text 'POSSIBLE DATA LOSS' and a note about saving the workbook in CSV format.

**Left Excel Window (Sheet: apollo-contacts-export):**

	A	B	C	D	E	F	G	H
1	First Na	Title	Company	Company	Email	Email Stat	Primary En	
2	Steven	CHRO	Montea	Montea	steven.monte@montea.com	Verified	Apollo	
3	Matt	CEO & Cof	Collective	Collective	matt.collective@collective.com	Verified	Apollo	
4	Nicolai	Co-Found	simpleclu	simpleclu	nicolai.simpleclu@simpleclu.com	Verified	Apollo	
5	Charles	Chief Rev	CENTURY	CENTURY	charles.century@century.com	Verified	Apollo	
6	David	Chief Lega	Pacaso	Pacaso	pacaso@pacaso.com	Verified	Apollo	
7	Whitney	Co-founder	iDesign	iDesign	whitney@idesign.com	Verified	Apollo	
8	Paxton	Co-Found	iDesign	iDesign	paxton@idesign.com	Verified	Apollo	
9	Jaclyn	President	Zirtual	Zirtual	jaclyn.zirtual@zirtual.com	Verified	Apollo	
10	Charlotte	Head of Ta	iconoClas	iconoClas	charlotte.iconoclasm@iconoclasm.com	Verified	Apollo	
11	Joaquim	Co-found	INCAPTO	INCAPTO	joaquim.incapto@incapto.com	Verified	Apollo	
12	Sharon	Lead Lear	iDesign	iDesign	sharon.idesign@idesign.com	Verified	Apollo	
13	Leah	Head of Ta	Harper Jar	Harper Jar	leah.harperjar@harperjar.com	Verified	Apollo	
14	Sandro	Chief Exec	Nobel, Ltc	Nobel	sandro.nobel@nobel.com	Verified	Apollo	
15	Nikolay	Chief Exec	BSG	BSG	nikolay.bsg@bsg.com	Verified	Apollo	
16	Jennifer	Head of P	Darwin Hc	Darwin Hc	jennifer.darwinhc@darwinhc.com	Verified	Apollo	
17	James	Chief Exec	Darrell Le	Darrell Le	james.darrellle@darrellle.com	Verified	Apollo	
18	Mads	Founder & Dixa	Dixa	Dixa	mads.dixa@dixa.com	Verified	Apollo	
19	Priya	Founder C	CENTURY	CENTURY	priya.century@century.com	Verified	Apollo	
20	Grant	CEO & Fo	Office Hul	Office Hul	grant.officehul@officehul.com	Verified	Apollo	
21	Michael	Campbell	Principal (The Carlton	The Carlton	michael.carltongroup.co	Verified	Apollo	

**Right Excel Window (Sheet: apollo-contacts-export):**

	A	B	C	D	E
79	Ari	co	Greysteel	Greysteel	
80	Siddhi	Co-CEO	yhangry	yhangry	
81	Francesc	CEO at Mc	Mobile W	Mobile W	
82	Karthan	Chief Ope	Simplaxis	Simplaxis	
83	Evan	Chief Mar	Berman La	Berman La	
84	John	Founder F	Hero Certi	Hero Certi	
85	Adeel	Founder & MagicScho	MagicScho		
86	Adam	CEO and CEG Funds	EG Funds		
87	Jay	President GRYPHON	GRYPHON		
88	Thierry	Chief Exec BECI	BECI		
89	Sanjay	Founder & Incuspa	Incuspa		
90	Tara	Group Hea	Lomond		
91	Beatrice	CEO	Bros Mani		
92	Ablaye	Head of O	SABENA T		
93	John	Founder 850 Eggs	Hc 50 Eggs Hc		
94	Paul	Chief Ope	Davis Mile		
95	Lyle	Chief Exec	Metis		
96	Christie	CEO, Four	Tomorrow		
97	Jan	Manager	Dormio Gr		
98	Michael	Chief Exec	Connecte		
99	Borislava	Head Of R	AX Group		

# Get in Touch

Let's work together to create a smooth, stress-free experience for you and your customers! Whether you need reliable customer support, organized workflows, or efficient task management, I'm here to help.

I'd love to hear more about your needs and how I can support your business. Let's turn challenges into solutions and build an exceptional customer experience— together!

Click on any icon below to reach out— whether it's for a project, a quick chat, or just to say hi. I'm always here to help! 





# thank you

For Your Attention