

# COMFORT OMO-ATAGA

## CUSTOMER SUPPORT ASSISTANT

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### CONTACT

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 esigieataga@gmail.com

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### PROFILE

Diligent and detail-oriented Customer Service Assistant with a strong passion for providing exceptional customer support. Adept at multitasking in fast-paced virtual environments, proficient in managing calendars, emails, and data entry tasks. Excellent communication skills and a proactive approach to problem-solving. Eager to contribute my organizational skills and commitment to efficiency to support your team and enhance productivity.

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### SKILLS

Organizational Skills

Communication

Email Management

Time Management

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### EDUCATION

**Bachelor of Science, Statistics**

**University of Benin**

2020 - Present

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### WORK EXPERIENCE

#### Customer Support Assistant

Eniosa Group of School

2020-2022

- Performed front desk operations, responsible for interfacing with parents, students and visitors to the organization.
- Assisted with student enrolment, including collecting and preparing all relevant documents as well as maintaining student database.
- Acted as liaison between parents, staff and management, addressing or escalating concerns where necessary.
- Maintained and updated school calender including scheduling parent-teacher conferences and meetings.
- Assisted in performing administrative tasks such as filing, data entry and document preparation.
- Assisted in organizing and coordinating school events, including field trips, assemblies, and fundraisers.
- Communicated event details to parents and ensured proper documentation and permissions were in place.
- Provided basic technical support to students and parents for accessing online resources and school platforms.
- Assisted with setting up and troubleshooting technology in classrooms.

#### Retail Assistant

Mankind Exclusive Stores

2019-2020

- Was responsible for onboarding new hires by assisting in training new employees or temporary staff.
  - Shared knowledge and best practices with team members.
  - Collected and relayed customer feedback, suggestions, and complaints to store management.
  - Provided input on improving customer service and store operations.
  - Assisted in organizing and participating in in-store events and promotions.
  - Engaged with customers proactively, offering assistance and recommendations.
  - Encouraged customers to join loyalty programs or sign up for newsletters.
  - Assisted in receiving and verifying deliveries.
  - Helped with stocktaking and inventory counts.
  - Reported inventory discrepancies to management.
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