

Deborah Ojeaburu Moyosoluwa

White House, Wumba District, FCT Abuja, Nigeria
(+234) 9049297429 | williamdebbie5@gmail.com

Professional Title

Technical Support & Customer Service Specialist | SaaS & CRM Support | Remote Operations Expert

Professional Summary

Detail-oriented Technical Support & Customer Service Specialist with hands-on experience supporting customers in ecommerce, SaaS, and tech-enabled environments. Proven ability to manage inquiries across email, chat, and phone, resolve order issues, and troubleshoot common platform and product-related problems using tools like Gorgias, Shopify, and ShipHero. Skilled in managing customer relationships, processing orders, handling complaints, and ensuring customer satisfaction in fast-paced virtual workspaces. Committed to accuracy, empathy, and timely resolution.

Key Skills

- Tools & Platforms: Shopify, Gorgias, ShipHero, Google Workspace, Microsoft Office, CRM Tools
- Customer Service: Live Chat Support, Email Support, Phone Handling, Order Tracking, Complaint Resolution
- Technical Support: Troubleshooting, Ticket Management, Product Guidance, Reorders/Backorders
- Soft Skills: Empathy, Attention to Detail, Adaptability, Time Management, Verbal & Written Communication

Professional Experience

Customer Service Representative (Volunteer)
Remote - Shopify Store | January - April

- Responded to 40+ weekly customer inquiries across email and chat with timely, polite, and accurate

information

- Tracked and updated order statuses using ShipHero
- Resolved product customization and engraving issues
- Managed backorders, reorders, order changes, and security alerts via Shopify
- Communicated delivery updates and shipment timelines
- Maintained ticket history and resolved complaints through Gorgias CRM

Inside Sales Representative / Cold caller

Lumi Business (Fintech SaaS) | Remote | Oct 2023 - Present

- Conduct outbound and follow-up calls to convert leads into clients
- Delivered onboarding assistance to new users, increasing platform usage and retention
- Resolved pre-sale objections, reducing lead drop-off by 15%
- Maintained CRM records and collaborated on improving customer journeys

Real Estate Lead Assistant (Part-time)

Remote - Abuja, Nigeria

- Managed social media inquiries and client engagement on Instagram
- Arranged virtual walkthroughs and responded to buyer questions
- Scheduled calls and handled cold-calling to follow up with prospects

Administrative Assistant (Intern)

Utidia Apprenticeship Institute | Jul 2023 - Oct 2023

- Designed social media content that improved engagement by 20%
- Assisted with employer partnerships, contributing to a 30% increase in placement

Virtual Assistant (Intern)

Hec Recruit | May 2023 - Jul 2023

- Screened 100+ resumes and posted job listings
- Managed calendars, reduced scheduling conflicts by 50%

Business Development Intern

Solve Education | Mar 2023 - May 2023

- Managed student communication and project onboarding
- Achieved a 90% satisfaction rate for program updates

Activation Consultant

Rida | Feb 2022 - Nov 2022

- Conducted customer outreach and analyzed marketing feedback
- Helped scale client base through data-driven methods

Sales Consultant

Bluenest Limited | 2019 - 2021

- Delivered executive presentations and converted new clients
- Improved retention by 18% with strategic follow-ups

Education

B.Sc. Anatomy, Ladoke Akintola University of Technology - 2009 - 2015

Certifications & Training

- Virtual Assistance Certification - ALX
- Entrepreneur Training - GIZ
- Customer Service Training (Self-Paced) - In Progress
- NYSC Certificate
- QMDCI Catering School Certification