

# ODUSANYA OLUWASOLA

## Customer Support and Virtual Assistant

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### SUMMARY

I am a committed customer support representative and virtual assistant with 2+ years of experience handling inbound/outbound support, CRM management, and lead generation.

Skilled in Zendesk, HubSpot, and Google Workspace, with a track record of reducing response times by 30% and improving customer retention by 15%.

### EXPERIENCE

Executive Virtual Assistant | Customer Support | Lead generation

#### Floralmed Pharmaceutical Limited

03/2024 - 02/2025    Nigeria

A pharmaceutical company specializing in healthcare solutions, including product distribution, patient support, and medical consulting.

- Implemented a structured CRM process, reducing response time by 30%.
- Resolved 50+ customer support tickets per day with a 98% SLA compliance rate, reducing resolution time by 25%.
- Improved customer sign-ups and repeat business by 18% by organizing contacts better in HubSpot.
- Managed and updated customer records in a CRM system, tracking over 50 potential leads to ensure smooth follow-ups.

Customer support/Virtual assistant

#### Erunwon Health Centre

06/2023 - 12/2024    Nigeria

A health center providing a range of telehealth services.

- Made outbound calls to potential clients, successfully pitching products and services to over 100 clients.
- Converted 50% of cold and warm leads into paying customers.
- Improved customer retention by 15% by enhancing follow-up processes.
- Followed up with 60 prospects via email and phone each week, increasing engagement and improving conversion rates.

### EDUCATION

Master of Science

#### University of Ibadan (UI)

04/2015 - 01/2017    Ibadan, Nigeria

Bachelor of Science (Pharmacology)

#### Olabisi Onabanjo University (OOU)

09/2008 - 01/2013    Ago-Iwoye, Nigeria

### KEY ACHIEVEMENTS

#### Enhanced Customer Support Efficiency

Success in reducing inquiry handling time by 30% and enhancing customer sign-ups through effective use of CRM.

### LANGUAGES

English

### TECHNICAL SKILLS

Apollo	Cold Calling	CRM Systems
Intercom	HubSpot	Zendesk
Monday.com	Apollo	Figma
Google Workspace	HubSpot	
Miro	Pick time	Slack    Trello
Zapier	Zendesk	Monday.com
CRM Systems	Email Management	
Calendar Management		

### SOFT SKILLS

#### Customer Relationship Management

#### Time Management and Organization

#### CERTIFICATIONS

Digital witch academy (ITsupport and customer support)

Technical Support Fundamentals(Coursera)

ServiceNow IT leadership Professional certificate(LinkedIn)

Product design (Tech4dev)