

Precious Nnebuogor Osemeke

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PROFESSIONAL SUMMARY

A dedicated professional with experience in **customer care/Customer support, virtual assistance**, and **frontend development**. I am passionate about delivering exceptional service, solving customer problems, and building user-friendly products. Seeking a Customer Care Representative role to leverage my **communication skills, problem-solving abilities**, and **technical knowledge** to create value for users and contribute to organizational growth.

TECH STACK

- **Front End:** HTML5, SASS, Tailwind, React.js/Next.js, Redux, React Testing Library
 - **API & Protocol:** REST API
 - **Languages:** JavaScript, TypeScript
 - **Tools:** Excel, PowerPoint
 - **Customer Service Tools:** HubSpot CRM, Intercom, LiveChat, Slack, Click-up
 - **Virtual Assistant Tools:** Google Workspace (Docs, Sheets, Calendar), Microsoft Office Suite, Trello, Notion, Zoom, Canva
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EXPERIENCE

Gempages | Customer Support Associate

2024 – 2025

GemPages is a Shopify drag-and-drop page builder that allows merchants to create custom, high-converting Shopify store pages without coding.

- Assist customers with account setup, billing inquiries, and subscription management.

- Respond to customer inquiries via phone, email, and live chat in a timely and professional manner.
- Provide accurate information about products, services, and company policies.
- Troubleshoot and resolve customer issues efficiently to ensure satisfaction.
- Process orders, returns, refunds, and exchanges as per company guidelines.
- Document customer interactions and issues in the CRM system for future reference.
- Collaborate with internal teams (sales, technical support, logistics) to address complex customer concerns.
- Escalate unresolved issues to higher-level support or management when necessary.
- Gather customer feedback and report trends to improve products and services.
- Maintain a high level of product knowledge to assist customers effectively.

Mobarter | Frontend Developer

2023 – 2024

Mobarter is a peer-to-peer platform for the direct exchange of goods, services, or skills, fostering collaboration and trust.

- Designed and developed **responsive, user-friendly web interfaces** using HTML, CSS, and JavaScript to enhance user experience.
- Collaborated with designers and backend developers to implement **seamless integration** of UI/UX designs and functionality.
- Optimized web applications for **maximum speed, scalability, and cross-browser compatibility**.
- Debugged and resolved **front-end issues** to ensure a smooth user experience and adherence to coding standards.
- Utilized version control systems like **Git** for collaborative development and deployment workflows.

Kimkala Konzept | Customer Service Representative

2022 – 2023

Kimkala Konzept is a financial company offering tailored solutions, including **Payday Loans, SME Loans**, and other financial services, committed to empowering individuals and businesses with **reliable and flexible financial support**.

- **Resolved customer complaints** and technical issues, ensuring timely and effective solutions to enhance user experience.
- Processed **orders, returns, and refunds** while ensuring adherence to company policies and procedures.

- Documented **customer interactions** and prepared detailed reports on feedback and recurring issues, contributing to process improvements.
- Maintained **confidentiality of customer data**, ensuring compliance with **data protection regulations**.
- Educated customers on **product usage** and **company offerings**, improving user engagement.

Ailen Eye Clinic | Virtual Assistant

Jan 2020 – 2021

Ailen Eye Clinic provides expert eye care, including **vision correction**, **cataract surgery**, and **glaucoma treatment**, using advanced technology and personalized service.

- Managed **daily administrative tasks**, including scheduling, email correspondence, and calendar management, ensuring smooth operations.
- Conducted **research** and prepared detailed reports, presentations, and spreadsheets to support decision-making processes.
- Provided **customer service** by responding to inquiries and resolving issues promptly through email, chat, and phone.
- Organized and maintained **digital files**, ensuring easy accessibility and data accuracy.
- Coordinated with clients and team members to schedule **meetings** and **appointments**, improving workflow efficiency.
- Supported **project management** by tracking progress, updating task lists, and ensuring deadlines were met.

EDUCATION

- **Frontend Development**
Trained at Delta State ICT YEP
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- **Bachelor's Degree**
Delta State University (DELSU), Abraka, Nigeria

PROFILES

- **LinkedIn:** <https://www.linkedin.com/in/precious-osemeke-932b81223>
- **GitHub:** <https://github.com/Preciousnnebuogor>