

OYINLOYE IFEOLUWA DEBORAH

Customer Service Representative | B.A. Linguistics

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Location: Nigeria

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with a Bachelor's degree in Linguistics and hands-on experience in customer relations, business administration, and entrepreneurship. Skilled in customer communication, email and chat support, administrative assistance, data entry, appointment scheduling, and problem resolution.

As the founder of PBL Enterprises, PBL's Kitchen, and PBL Fashion, I have developed strong organizational, communication, and customer service skills through managing client relationships, handling inquiries, coordinating services, and ensuring customer satisfaction. Passionate about delivering exceptional customer experiences and providing reliable support to businesses and their customers.

CORE SKILLS

- Customer Service
- Email Support
- Live Chat Support
- Administrative Support
- Data Entry
- Customer Communication
- Appointment Scheduling

- Social Media Customer Engagement
- Google Workspace
- Time Management
- Problem Solving
- Interpersonal Communication
- Client Relationship Management

PROFESSIONAL EXPERIENCE

Founder & Business Manager

PBL Enterprises

2024 – Present

Responsibilities:

- Manage daily business operations and customer communications.
- Respond to customer inquiries and provide product and service information.
- Coordinate orders, scheduling, and service delivery.
- Maintain positive customer relationships and ensure customer satisfaction.
- Handle administrative and record-keeping tasks.

Achievements:

- Successfully managed multiple business ventures while maintaining strong customer relationships.
- Developed practical experience in customer service, communication, and business administration.

Founder

PBL'S Kitchen

2025 – Present

Responsibilities:

- Manage customer orders and inquiries.
- Coordinate baking, catering, and event service operations.
- Handle customer follow-ups and order confirmations.
- Ensure timely and professional communication with clients.

Founder

PBL Fashion / Sketch by PBL

2024 – Present

Responsibilities:

- Communicate with clients regarding fashion designs and illustrations.
- Coordinate project requirements and customer expectations.
- Provide professional customer support and client assistance.

EDUCATION

Bachelor of Arts (B.A.) in Linguistics

University Of Ilorin

(Graduation In Progress)

PERSONAL PROFILE

I enjoy singing, baking, meeting new people, learning new skills, and engaging in meaningful conversations. I am passionate about helping others, building positive relationships, and creating excellent customer experiences through effective communication and professionalism.