

WAHAB KOLAWOLE GANIYU

+234 8132126297

ganiyuwahab@gmail.com

LinkedIn: www.linkedin.com/in/abdwahabgk

PROFESSIONAL SUMMARY

Customer-focused Virtual Assistant and Customer Support Specialist with over three years of experience handling customer inquiries, scheduling appointments, maintaining CRM records, and supporting business operations remotely. Known for responding promptly to inquiries, converting prospects into confirmed bookings, and building strong relationships that lead to repeat engagement and referrals. Experienced in managing calendars, coordinating service schedules, and providing accurate information to customers. Proficient in modern collaboration tools, CRM systems, and workflow automation platforms, ensuring organized communication and efficient service delivery in fast-paced remote environments.

CORE SKILLS

Customer Service & Client Support
Inbound Inquiry Handling
Lead Conversion & Appointment Scheduling
Service Quoting & Upselling
Customer Relationship Management
Calendar & Scheduling Coordination

Customer Retention & Follow-Up
CRM Data Management
Administrative Support
Email & Chat Support
Workflow Automation
Documentation & Knowledge Base Management

TOOLS & SOFTWARE

- HubSpot
- Zendesk
- Freshdesk
- Slack
- Microsoft Teams
- Google Chat
- Zoom
- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Slides, Drive)
- Asana
- Trello
- Monday.com
- Zapier (workflow automation)

PROFESSIONAL EXPERIENCE

Virtual Administrative Assistant / Administrative Officer

Annujoom International— Nigeria

July 2022 – Dec 2025

Serve as the primary contact for inquiries from prospective parents and students, providing detailed information about programs, admissions, and services.

- Respond promptly to inbound inquiries via email, phone, and messaging platforms, guiding prospects from initial interest to completed application and enrollment.
- Convert inquiries into confirmed enrollments by clearly explaining available options, addressing concerns, and maintaining professional follow-up communication.
- Schedule appointments, consultations, and school visits while maintaining an organized calendar and coordinating availability with internal teams.
- Maintain accurate customer and student records in digital systems, ensuring reliable documentation and efficient information retrieval.
- Build long-term relationships with parents and guardians, leading to referrals and repeat engagement with the institution.
- Provide administrative support including document preparation, reporting, correspondence handling, and data entry.
- Organize and maintain institutional documentation, SOPs, and digital records using structured filing systems.
- Collaborate with staff across departments to gather information and prepare reports for management.
- Use automation tools such as Zapier to streamline workflows and improve task efficiency.

Customer Support Representative (Remote)

BetaPay — Virtual Role

Dec 2021 – June 2022

Provided remote customer support for a financial technology platform, assisting users with account issues, service inquiries, and troubleshooting.

- Handled high volumes of customer inquiries through chat and email support channels.
- Investigated customer issues, identified root causes, and documented resolutions in the CRM system.
- Assisted customers with product understanding and service usage, ensuring clear and accurate guidance.
- Escalated complex issues to technical teams while maintaining communication with customers.
- Maintained detailed records of customer interactions and feedback to improve service delivery.
- Helped create clearer user support documentation and internal knowledge resources based on recurring customer issues.

EDUCATION

Bachelor's Degree in Statistics
Kwara State University, Malete | 2025

Higher National Diploma (HND) in Statistics
Auchi Polytechnic | 2021

National Diploma (ND) in Statistics
Auchi Polytechnic | 2016

CERTIFICATIONS

Customer Support Fundamentals — Udemy
Data Science Fundamentals — DataCamp
NYSC Discharge Certificate — National Youth Service Corps

ACHIEVEMENTS

- Successfully converted prospective inquiries into confirmed enrollments through prompt responses and clear service explanations.
- Strengthened long-term customer relationships, generating referrals from satisfied parents and stakeholders.
- Improved administrative efficiency by organizing institutional records and documentation systems.
- Reduced recurring support issues by creating clearer internal documentation and structured support guides.

REFERENCE

- Available on request
-