LOVELYN IFUNAYA CHINONSO
Middle Customer Service Representative / UI/UX Designer / Purchasing Officer

SUMMARY

- Over 5 years of experience in customer service and digital communication, with hands-on involvement in UI/UX design and online community coordination.
- Proficient in CRM tools like Gorgias and Shopify, with practical skills in managing order tracking systems such as ShipHero.
- Skilled in user research and interface design, contributing to enhanced customer engagement and experience improvements.
- Strong background in administrative and procurement processes, supporting operational efficiency and vendor management.
- Certified in UI/UX Design and Customer Relationship Management, leveraging multidisciplinary expertise to bridge technical and customer-focused solutions.

TECHNICAL SKILLS

Main Technical Skills	Azure App Service (5 yr.), Atlassian Confluence (5 yr.), Office 365 (5 yr.), AWS WorkSpaces (5 yr.)
Security	Privileged Identity Management (PIM)
UI Frameworks, Libraries, and Browsers	Ant Design (1 yr.)
Amazon Web Services	AWS WorkSpaces (5 yr.)
Azure Cloud Services	Azure App Service (5 yr.)
Google Cloud Platform	Google Docs (5 yr.)
Collaboration, Task & Issue Tracking	Atlassian Confluence (5 yr.)
Platforms	CRM, PIM, Shopify
Third Party Tools / IDEs / SDK / Services	Office 365 (5 yr.)
Soft Skills	Research Skills (1 yr.)
Mail / Network Protocols / Data transfer	WebRTC (1 yr.)
Other Technical Skills	Data Entry (5 yr.)

WORK EXPERIENCE

UI/UX Designer - Rework Academy (UI/UX Design Projects)

Duration: 2025–2026
Summary: Worked on UI/UX design projects involving user research and feedback implementation to improve user experience and enhance customer engagement.
Responsibilities:

- Conducted user research and implemented feedback to improve user experience.
- Collaborated with teams to enhance customer engagement.

Church Online Coordinator Team - Eccessia Embassy, Abuja (Online Community Engagement and Digital Communication)

Duration: 2024–2025
Summary: Managed online community engagement and digital communication for Eccessia Embassy, maintaining positive relationships and responding to inquiries.
Responsibilities:

- Managed online community engagement and responded to inquiries.
- Coordinated digital communication and maintained positive relationships.

Purchasing Officer - American University of Nigeria (Procurement and Vendor Management)

Duration: 2021–2023
Summary: Handled procurement processes including vendor relationship management, invoice processing, and record maintenance to support university operations.
Responsibilities:

- Maintained vendor relationships and resolved issues promptly.
- Processed invoices and maintained accurate records and reports.

Customer Service Representative (Volunteer) (Customer Service Support for Shopify Store)

Duration: January – April
Summary: Provided customer service support for a Shopify store, managing inquiries, order statuses, and customer complaints to ensure satisfaction.
Responsibilities:

- Responded to 40+ weekly customer inquiries via email and chat with timely, professional, and accurate information.
- Tracked and updated customer order statuses using ShipHero.
- Resolved product customization and engraving issues to ensure customer satisfaction.
- Managed back orders, reorders, order modifications, and security alerts through Shopify.
- Communicated delivery updates and shipment timelines to customers.
- Maintained ticket history and resolved customer complaints using Gorgias CRM.

Technologies: Shopify, ShipHero, Gorgias CRM

Administrative Staff - Healthrite Pharmaceutical Ltd (Administrative Support)

Duration: 2018
Summary: Provided administrative support to daily operations including documentation and communication with customers and vendors.
Responsibilities:

- Supported daily operations and maintained documentation.
- Assisted with customer and vendor communications.

EDUCATION

- **B.Tech. Accounting Technology**
  Abubakar Tafawa Balewa University
  2014–2019

CERTIFICATION

- **Diploma in Human Resources Management**
- **Certificate in Customer Relationship Management**
- **Certificate in UI/UX Design**