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

SUMMARY

- 5+ years in customer service and administration with hands-on experience in digital communication tools and CRM systems like Gorgias and Shopify.
- Proficient in data management, order tracking, and issue resolution using platforms such as ShipHero and Shopify,
- Experience collaborating in UI/UX design projects, applying user research and feedback to enhance digital product usability and customer engagement.
- Skilled in Microsoft Office, Google Workspace, and CRM software, supporting efficient administrative and procurement operations.
- Strong background in coordinating digital communications and managing online community engagement, leveraging technical tools to optimize customer satisfaction.

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.), Procurement (2 yr.), ShipHero

WORK EXPERIENCE

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

Duration: 2025–2026
Summary:

- Worked on improving user experience through user research and feedback implementation, collaborating with teams to enhance customer engagement
- Rework Academy is an educational platform focused on skill development

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, a religious organization based in Abuja, ensuring positive relationships and timely responses 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 and vendor relationship management at American University of Nigeria, ensuring timely resolution of issues and accurate financial record keeping.
Responsibilities:

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

Customer Service Representative (Volunteer) - Shopify Store (Remote) (Customer Service Operations for Shopify Store)

Duration: January – April
Summary: Provided customer service support for a Shopify online store, managing inquiries, order statuses, and customer complaints to ensure satisfaction and smooth operations.
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 at Healthrite Pharmaceutical Ltd, assisting with documentation and communications with customers and vendors.
Responsibilities:

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

Technologies: Microsoft Office, Google Workspace

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**