

DONALD ENYEKUNG

enyekungdonald@gmail.com | [LinkedIn](#) | Skype ID: enyekungdonald | [Portfolio](#)

SUMMARY

Dedicated and goal-oriented professional with extensive experience in customer service and virtual assistance. Skilled in helping clients understand complex situations, providing consultations, and guiding them toward services that best meet their needs. Proven ability to meet daily KPIs, assist clients effectively, and contribute to revenue growth. Proficient in email marketing tools, CRM systems, and content creation across multiple channels. Thrives in startup settings with a strong focus on growth, creativity, and adaptability. Eager to contribute to your team's success and exceed sales goals.

SKILLS

- **Customer Support:** Inbound/Outbound calls, Live chat, Email handling
- **CRM Systems:** Salesforce, HubSpot, Zoho
- **Communication:** Professional writing, client relations, minute-taking
- **Content Writing & Editing:** Article writing, blog posts, product descriptions
- **Proofreading & Editing:** Grammar correction, style adjustments, factual accuracy
- **Time Management:** Task prioritization, Multitasking, Deadline adherence
- **Remote Work:** Collaboration, Self-motivation, Flexible scheduling
- **Administrative Support:** Scheduling, correspondence, meeting coordination
- Growth mindset
- **Tools:** MS Office (Excel, Word, PowerPoint), Salesforce, HubSpot, Zoho
- **Organization:** Time management, filing systems, travel logistics

PROFESSIONAL EXPERIENCE

Customer Relations & Sales Officer

September 2022 - Present

Casa Straniera – Abuja, Nigeria

- Directed customer engagement strategies, preparing professional correspondence and reports that increased inquiries by 40% and acquisitions by 60%.
- Coordinated schedules, meetings, and travel logistics for leadership, ensuring seamless operations in a high-growth environment.
- Managed CRM systems (Salesforce, HubSpot) to track performance and generate client invoices, enhancing billing efficiency.

Project Officer

July 2020 - August 2022

Citizens Disability – Remote

- Oversaw customer communication strategies, including newsletters and cold outreach, improving overall engagement by 25%.
- Managed CRM systems and automated workflows for outbound marketing efforts.
- Delivered detailed reports on campaign performance, guiding strategic adjustments for higher conversion rates.

Virtual Assistant (Platform Specialist)

August 2021 - February 2022

CoAmana – Remote

- Provided real-time support to leadership via chat, drafting technical documentation, and correspondence under tight deadlines.
- Arranged virtual meetings and maintained schedules, contributing to a 15% boost in platform efficiency.
- Maintained filing systems and ensured confidentiality of sensitive client information.

Virtual Assistant (Lead Generation)

May 2021 - August 2021

Progressive Business Capital - Remote

- Led email outreach campaigns for lead generation, driving a 15% improvement in qualified leads.
- Designed email templates for cold outreach, optimizing content to increase response rates by 20%.
- Maintained and managed a lead database of 200+ prospects, focusing on continuous engagement.

Customer Service/Business Development Associate
Outsource Global - Abuja, Nigeria

April 2019 - August 2022

- Handled 400+ weekly inquiries, preparing professional responses and maintaining client files with a 95% satisfaction rate.
- Supported leadership by tracking team performance metrics and reducing complaint resolution time by 40%..

VOLUNTEERING

Children Instructor, LFC Worldwide

September 2018 - Present

Designed and led programs assisting over 100 teenagers in personal and professional development.

Ambassador, HumandDAO

June 2024 - Present

- Wrote and edited promotional materials for youth-focused initiatives, improving engagement and participation by 25%.

EDUCATION

Federal University of Technology – Niger State, Nigeria
B.Eng. in Civil Engineering

January 2010 – December 2015

INTERESTS

Customer Service	Technology & Content Writing	Adventure	mail marketing	Nature Conservation
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LANGUAGES

English - Fluent	French - Written
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