



# Onajomo Faith

Customer Support  
Specialist

# Introduction

**Welcome to my portfolio!**

I'm a Customer Support Specialist who believes every ticket is a person who wants to be heard. My goal is to make every customer feel seen and valued, turning their frustration into a reason to stay loyal to the brand. I focus on resolving issues with empathy while using tools like Zendesk, HubSpot, and Excel to keep customer data accurate and support operations running smoothly. I don't just solve problems; I build the trust that keeps customers coming back.

# About Me

My name is Onajomo Faith Oghoghome. I am passionate about helping customers feel heard and supported. Since 2021, I have focused on turning frustrated customers into loyal ones by solving their problems with empathy and clear communication.

Outside of responding to customers and closing tickets in HubSpot and Zendesk, I enjoy working with Excel, cleaning messy data and creating simple reports that help businesses understand their customers better. My goal is simple: deliver excellent service and keep the data accurate so everyone wins

# EDUCATION AND TRAINING

## **Accounting (2018)**

This degree taught me the value of accuracy and attention to detail. In customer support, I use these skills daily to stay on top of tasks and ensure our customer database is accurate and reliable



## **Advanced Data Analytics (2024)**

Here, I learned how to turn “messy” data into clear, actionable reports. I applied this skill to analyze sales data, generating pivot tables and charts that provide insights for decision-making.



## **Virtual Assistant Training (2025)**

Through this training, I developed strong digital organization skills. I learned how to manage CRM systems and administrative tasks, ensuring that customer interactions are properly tracked and business processes run smoothly.

# Skills and Expertise

## Customer Love and Retention

1. Empathy-First Support: Making every customer feel heard and valued
2. De-escalation: Turning frustrated users into loyal and happy customers.
3. Clear Communication: Explaining technical steps in simple, human terms.
4. Retention Focus: Solving root problems to keep customers coming back.

## Data and Technical Tools

5. Zendesk/Salesforce and Hubspot: Expert ticket management and database hygiene.
6. Excel and Google Sheets: Cleaning "messy" data and organizing it efficiently
7. Data Analysis: Building pivot tables and dashboards to visualize insights from business data
8. Data Entry: High accuracy and attention to detail in every record.
9. Google Drive/ Docs: For documentation, templates, and file management
10. Email Management: Customer Correspondence
11. Slack/Zoom/Google Meet: Team meetings and collaboration

# Professional Projects

## **Project 1: HubSpot CRM and Support Management (Gadget Store)**

I managed the HubSpot CRM for a busy gadget store, keeping customer and lead information organized. I stayed on top of the ticketing system by creating and assigning tasks to myself, ensuring every request was tracked from start to finish. By maintaining a clean and organized workspace, I sped up follow-ups by 20% and ensured no customer was forgotten.

## **Project 2: Zendesk Support and Resolution (Honey Business)**

I handled customer support for a honey business using Zendesk, where I was responsible for managing the queue and resolving customer inquiries. By staying organized and responding quickly, I successfully closed a high volume of tickets, ensuring every customer got the help they needed and keeping the support inbox clear.

# Professional Projects

## **Project 3: Data Cleaning and Visualization (Honey Business)**

The sales records for the honey business were messy and hard to read. I cleaned and organized the data in Excel, removing duplicates, correcting inconsistencies, and making it easy to follow. This ensured the owners had accurate and reliable sales information to refer to.

## **Project 4: Lead Generation & Tracking (Honey Business)**

I took charge of finding new leads for the honey business and organized them all in Google Sheets. To make it easy for the team to see where we stood, I created a simple dropdown system to track who was 'Interested,' who 'Needed Follow-up,' and who wasn't a fit. This kept our sales process organized and made sure we focused our time on the right people.

# Professional Projects

## **Project 5: Support Templates and Workflow (Honey Business)**

To help us get through our customer emails faster without losing that personal touch, I created a library of templates for our most common questions. By building these easy-to-use responses, I helped the team stay consistent, cut down on repetitive typing, and made our whole workflow much smoother.

## **Project 5: Support Templates and Workflow (Gadget Store)**

In the gadget store, customers often reached out with technical issues or concerns about deliveries and orders. I created a set of support email templates that were clear, concise, and empathetic. By having ready-to-go instructions on troubleshooting and shipping updates, I was able to resolve issues faster and give customers peace of mind that their tech was in good hands.

# Work Samples- Hubspot CRM Management

The screenshot displays the HubSpot CRM interface for managing contacts. At the top, there are tabs for 'All contacts' (12), 'All customers', 'New customers', and 'Happy customers'. Below the tabs is a search bar and a toolbar with options like 'Table view', 'Edit columns', 'Filters', 'Sort', 'Export', and 'Save'. The main area shows a list of contact records with columns for 'Contact owner', 'Create date', 'Last activity date', 'Lead status', 'LIFECYCLE STAGE', 'PRODUCT', 'JOB TITLE', and 'CONTACT OWNER'. The records are organized into a table with 7 rows of data.

	N...	EM...	PH...	LIFECYCLE STAGE	PRODUCT ...	JOB TITLE	CONTACT OWNER
<input type="checkbox"/>	SA Sa...	sandraa...	+234-91...	Customer	Power Bank	Fashion Designer	D duviehenryani@gm...
<input type="checkbox"/>	DA Da...	danielan...	+234-90...	Customer	Smart Speaker	Designer	D duviehenryani@gm...
<input type="checkbox"/>	DD Da...	kamsyd...	+234-80...	Customer	Headset	Student	OF onajomo faith (onaj...
<input type="checkbox"/>	BT Be...	beckyja...	+234-80...	Lead	--	Entrepreneur	OF onajomo faith (onaj...
<input type="checkbox"/>	PH Pa...	paulhenr...	+234-80...	Customer	Iphone13	Business-man	OF onajomo faith (onaj...
<input type="checkbox"/>	PJ Phi...	phillipja...	+234-80...	Customer	Samsung	Entrepreneur	OF onajomo faith (onaj...
<input type="checkbox"/>	JB Jo...	joshuab...	+234-80...	Customer	Iphone14 promax	Entrepreneur	OF onajomo faith (onaj...

At the bottom of the list, there are navigation controls: '< Prev 1 Next >' and '25 per page'. A 'Beta' badge is visible in the bottom left corner.

Figure 1: HubSpot CRM dashboard displaying organized leads and customer records. The screenshot shows contact names, email addresses, and status categories, demonstrating accurate data entry, proper categorization, and easy-to-navigate customer management.

# Work Samples- Hubspot Task Management

The screenshot displays the HubSpot Tasks dashboard. At the top, it shows 'Tasks' with '8 records'. There are buttons for 'Manage queues', 'Import', and 'Export'. Below this, there are filter tabs for 'All', 'Due today', 'Overdue', and 'Upcoming', along with '+ Add view (4/5)' and 'All Views'. A secondary filter bar includes 'Assigned to (1)', 'Task type', 'Due date', 'Queue', 'Clear all', 'Advanced filters', 'Save view', and 'Start 8 tasks'. A search bar is present above the table with the text 'Search task title and note'. The table has columns for 'STATUS', 'TITLE', 'ASSOCIATED CONTACT', 'ASSOCIATED COMPANY', and 'LAST'. The first row is highlighted in light blue. At the bottom, there are navigation controls: '< Prev 1 Next >' and '25 per page'.

STATUS	TITLE	ASSOCIATED CONTACT	ASSOCIATED COMPANY	LAST
<input checked="" type="checkbox"/>	Joy complained that the freezer has a bad plug	J Joy Joe	--	--
<input checked="" type="checkbox"/>	Check if Daniel Andrew's Smart Speaker is conn...	D Daniel Andrew	--	--
<input checked="" type="checkbox"/>	Follow up on smart speaker wifi issue	D Daniel Andrew	--	--
<input checked="" type="checkbox"/>	Resolve iPhone 14pro max charger issue	J Joshua Benjamin	--	--
<input checked="" type="checkbox"/>	follow up on faulty power bank issue	S Sandra Ade	--	--

Figure 2: HubSpot dashboard showing multiple tasks linked to customers. The screenshot highlights the task types and associated contacts, demonstrating organized task management and tracking of customer interactions.

# Work Samples- Hubspot Ticket Management

The screenshot displays the HubSpot Ticket Management interface. At the top, there are navigation tabs for 'All tickets' (10), 'My open tickets', and 'Unassigned tickets'. Below this is a search bar and a toolbar with options for 'Board view', 'Ticket pipeline', 'Filters', 'Sort', 'Export', and 'Save'. The main area is a Kanban board with four columns: 'New' (3 tickets), 'Waiting on contact' (1 ticket), 'Waiting on us' (1 ticket), and 'Closed' (5 tickets). Each ticket card shows the title, status, priority, ticket owner, and create date. For example, in the 'New' column, there is a ticket titled 'Headset not working' with a Medium priority, owned by Tope Bayo, and another titled 'Ringlight not working' with a Medium priority, owned by onajomo faith. In the 'Waiting on contact' column, there is a 'wireless headset issue' with High priority, owned by Peter Jones. In the 'Waiting on us' column, there is a 'smartwatch not syncing with phone' with High priority, owned by Becky Tobi. In the 'Closed' column, there are two tickets: 'Issues activating iphone13' with High priority, owned by Paul Henry, and 'faulty iphone 14 promax charger' with Urgent priority, owned by onajomo faith. A 'Beta' badge is visible in the bottom left corner.

Figure 3: HubSpot dashboard showing multiple customer support tickets with different statuses and priority levels. This demonstrates efficient ticket tracking and organized management of customer requests.

# Work Samples- Zendesk Ticket Management

The screenshot displays the Zendesk dashboard interface. On the left, a 'Views' sidebar lists various ticket categories: 'Your unsolved tickets' (5), 'Unassigned tickets' (0), 'All unsolved tickets' (5), 'Recently updated tickets' (11), 'Pending tickets' (3), and 'Recently solved tickets' (6). Below these are 'Suspended tickets' (0) and 'Deleted tickets' (0). A 'Manage views' link is at the bottom of the sidebar.

The main area is titled 'Recently updated tickets' and contains a table of 11 tickets. The table has columns for 'Ticket status', 'Subject', 'Requester', 'Requested', 'Priority', and 'Assignee'. The tickets are grouped into three status categories: 'Open', 'Pending', and 'Solved'.

<input type="checkbox"/>	Ticket status	Subject	Requester	Requested	Priority	Assignee
Status category: Open						
<input type="checkbox"/>	In Progress	Order not delivered yet	Ngozi Nwosu	21 minutes ago	High	Onas Oghoghome
<input type="checkbox"/>	In Progress	Missing Item from Gift Pack	Sharon Frank	Today 14:42	High	Onas Oghoghome
Status category: Pending						
<input type="checkbox"/>	Pending	Wrong size received .Customer ordered 250ml but got 500ml	Oluwa Onome	Today 14:13	Urgent	Onas Oghoghome
<input type="checkbox"/>	Pending	Broken 250ml honey jar! Customer needs replacement.	Duvie Henry	Today 12:28	High	Onas Oghoghome
<input type="checkbox"/>	Pending	Order not delivered yet	Tunde Ajayi	Today 14:54	Normal	Onas Oghoghome
Status category: Solved						
<input type="checkbox"/>	Solved	Payment Was Debited Twice	Daniel Okafor	27 minutes ago	Urgent	Onas Oghoghome
<input type="checkbox"/>	Solved	Damaged Label	Janet John	35 minutes ago	High	Onas Oghoghome
<input type="checkbox"/>	Solved	Wants Bulk Purchase Discount	Musa Lawa	44 minutes ago	Low	Onas Oghoghome
<input type="checkbox"/>	Solved	Allergic Reaction Concern	Promise Peace	about 1 hour ago	Urgent	Onas Oghoghome
<input type="checkbox"/>	Solved	Wrong Delivery Address	Tobi Shina	Today 14:50	Urgent	Onas Oghoghome

Figure 4: Zendesk dashboard showing tickets with statuses (In Progress, Pending, Solved), requester details, and timestamps. This demonstrates organized ticket tracking and timely resolution of customer inquiries.

# Work Samples - Raw Data Set Before Optimization

	A	B	C	D	E	F	G	H	I	J
1	Date	Customer Name	Product	Size	Quantity	Unit Price	Total	Payment Method	Notes	
2	2025-11-1	Chinedu Okafor	natural honey	500ml	1	6500	6500	POS		
3	2025-11-2	Chinedu Okafor	Natural Honey	500mL	2	6500	13000	POS		
4	2025-11-1	Daniel Yusuf	Honey	500mL	1	6500	6500	Cash		
5	2025-12-1	Hauwa Sadiq	Natural Honey	250ml	1	3500	3500	Cash	repeat customer	
6	2025-11-0	Tunde Balogun	natural honey	500 ML	2	6500	13000	Cash	repeat customer	
7	2026-02-0	Grace Peter	NATURAL HONEY	500mL	2	6500	13000	POS	urgent delivery	
8	2026-02-1	Hauwa Sadiq	NATURAL HONEY	250ml	3	3500	10500	Cash	repeat customer	
9	2025-12-1	Mary Johnson	Natural Honey	250MI	2	3500	7000	Transfer	urgent delivery	
10	2026-01-3	Paul Okeke	natural honey	250ml	2	3500	7000	pos	urgent delivery	
11	2025-12-2	Fatima Musa	NATURAL HONEY	500 ML	2	6500	13000	Cash		
12	2025-11-1	Samuel Ojo	NATURAL HONEY	250MI	1	3500	3500	Transfer		
13	2026-01-2	Fatima Musa	natural honey	500mL	3	6500	19500	Cash	urgent delivery	
14	2025-11-1	Mary Johnson	Natural Honey	250MI	2	3500	7000	transfer		
15	2025-12-1	Ngozi Nnamdi	NATURAL HONEY	250MI	1	3500	3500	Transfer		
16	2026-02-2	Mary Johnson	natural honey	250 ML	2	3500	7000	POS		
17	2026-01-0	Joy Eze	Honey	250MI	3	3500	10500	POS		
18	2025-11-0	Grace Peter	natural honey	250ml	3	3500	10500	cash		
19	2025-12-2	Aisha Bello	Honey	500 ML		6500	13000	pos		

Figure 5a – Raw Data (Messy) Shows the original dataset with inconsistent formatting, duplicates, and missing information. Demonstrates the challenge before data cleaning.

# Work Samples - Optimized Data Set Ready for Analysis

	CUSTOMER ID	DATE	CUSTOMER NAME	PRODUCT	QUANTITY	UNIT PRICE(#)	TOTAL(#)	PAYMENT METHOD
1	CUST001	11/1/2025	Mary Johnson	Organic Honey 500ml	1	6500	6500	Pos
2	CUST002	11/1/2025	Ibrahim Lawal	Organic Honey 500ml	1	6500	6500	Cash
3	CUST003	11/1/2025	Emeka Nwosu	Organic Honey 250ml	1	3500	3500	Pos
4	CUST004	11/1/2025	Chinedu Okafor	Organic Honey 250ml	2	3500	7000	Cash
5	CUST005	11/1/2025	Aisha Bello	Organic Honey 250ml	1	3500	3500	Cash
6	CUST006	11/2/2025	Esther Obi	Organic Honey 250ml	2	3500	7000	Cash
7	CUST007	11/2/2025	Esther Obi	Organic Honey 250ml	1	3500	3500	Pos
8	CUST008	11/2/2025	Paul Okeke	Organic Honey 500ml	3	6500	19500	Transfer
9	CUST009	11/2/2025	Joy Eze	Organic Honey 500ml	1	6500	6500	Pos
10	CUST010	11/3/2025	Fatima Musa	Organic Honey 250ml	3	3500	10500	Cash
11	CUST011	11/3/2025	Paul Okeke	Organic Honey 500ml	1	6500	6500	Cash
12	CUST012	11/3/2025	Emeka Nwosu	Organic Honey 250ml	2	3500	7000	Pos
13	CUST013	11/3/2025	Ibrahim Lawal	Organic Honey 250ml	2	3500	7000	Cash
14	CUST014	11/3/2025	Paul Okeke	Organic Honey 500ml	2	6500	13000	Pos
15	CUST015	11/4/2025	Grace Peter	Organic Honey 250ml	3	3500	10500	Cash
16	CUST016	11/4/2025	Ibrahim Lawal	Organic Honey 500ml	1	6500	6500	Cash
17	CUST017	11/4/2025	Ruth Danjuma	Organic Honey 250ml	1	3500	3500	Pos
18	CUST018	11/4/2025	Ngozi Nnamdi	Organic Honey 250ml	3	3500	10500	Pos

**Figure 5b – Cleaned Data Shows the same dataset after cleaning and organizing. Demonstrates data accuracy, consistency, and readiness for analysis**

# Work Samples - Pivot Table for Data Insights

PREFERRED PAYMENT METHOD		TOTAL REVENUE		TOP 5 CUSTOMERS	
Row Labels	Count of CUSTOMER ID	Row Labels	Sum of TOTAL(#)	Row Labels	Sum of TOTAL(#)
Cash	248	Organic Honey 500ml	₦4,452,500	Chinedu Okafor	₦441,500
Pos	243	Organic Honey 250ml	₦2,208,500	Ngozi Nnamdi	₦429,000
Transfer	170	<b>Grand Total</b>	<b>₦6,661,000</b>	Ibrahim Lawal	₦428,000
<b>Grand Total</b>	<b>661</b>			Paul Okeke	₦423,500
				Joy Eze	₦405,000
				<b>Grand Total</b>	<b>₦2,127,000</b>
TOP SELLING PRODUCT		SALES TREND OVER TIME			
Row Labels	Total QUANTITY	Row Labels	Sum of TOTAL(#)		
Organic Honey 500ml	340	Jan	₦1,872,500		
Organic Honey 250ml	318	Dec	₦1,703,500		
<b>Grand Total</b>	<b>658</b>	Nov	₦1,562,000		
		Feb	₦1,523,000		
		<b>Grand Total</b>	<b>₦6,661,000</b>		

Figure 6: This Excel pivot table summarizes sales data by product, size, and payment method. It helps show the quantity sold, total revenue, and the most commonly used payment methods, making it easier to understand customer purchasing patterns.

# Work Samples-Sales Analysis Dashboard

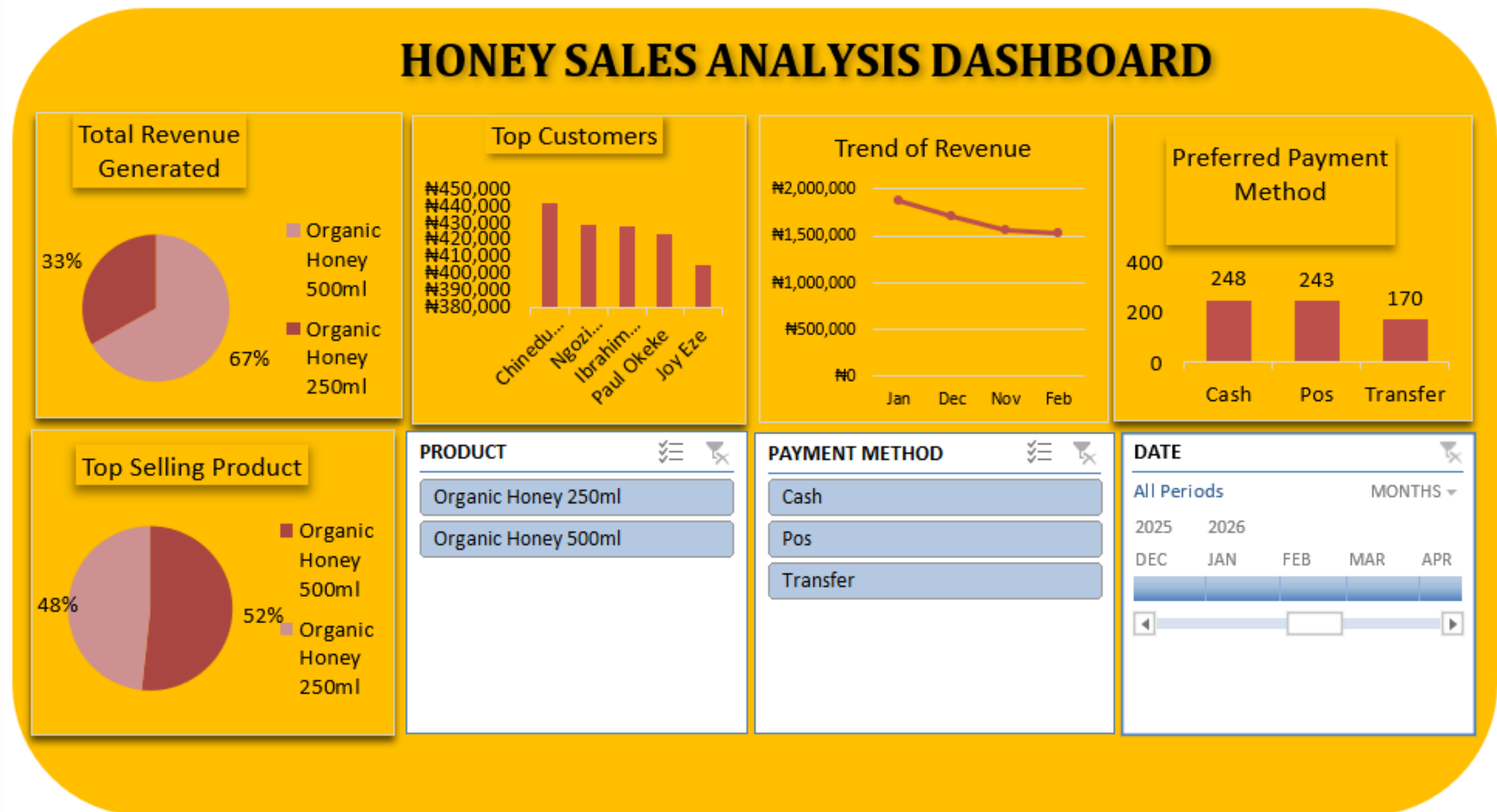


Figure 7: This Excel dashboard gives a quick overview of the honey business sales. It highlights total sales, quantity sold, product performance, and the most used payment methods, making it easier to understand sales activity at a glance.

# Work Samples- Lead Generation Tracking System

	A	B	C	D	E	F
1	<b>NAMES OF POTENTIAL BUYERS IN ASABA DELTA STATE</b>					
2	<b>NAMI</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>	<b>BUSINESS TYPE</b>	<b>CONTACTED</b>	<b>STATUS</b>
3	Shoprite A	Asaba Mall, Okpanam road, by Interbau Roundabout, Umuagu, Asaba, Delta	+234 13*****	Grocery Store	<input checked="" type="checkbox"/>	Interested
4	Marketsqu	No 4 Onwudinjo Crescent, Coker Junction, Umuonaje, Asaba 320242, Delta	0700 *****	Grocery Store	<input checked="" type="checkbox"/>	Follow-up Needed
5	Surprise su	20 DBS Rd, Central Area, Asaba 320108, Delta	0706 *****	Grocery Store	<input checked="" type="checkbox"/>	Not interested
6	Jumia 24/7	1 Cyril Okolie St, Umuonaje, Asaba 320231, Delta	0706 *****	Grocery Store	<input checked="" type="checkbox"/>	Interested
7		Gabbs shopping mall, 60 Okpanam Rd, opposite HOUSE OF ASSEMBLY, Central Area,			<input checked="" type="checkbox"/>	

I built this organized tracking system to turn messy leads into a clear sales pipeline. By creating dedicated columns for contact info and follow-up status, I helped the sales team focus on the right people at the right time. This neat setup saved hours of searching and ensured no potential customer was ever forgotten. **(Please Note: Customer details blurred for privacy)**

# Work Samples - Email Templates

Recipients

---

Order Confirmation

---

Hi [Customer Name],

Thank you for shopping with **Chris Gadgets**! Your order has been successfully received and is now being processed.

**Order Summary:**

- Item(s): [Product Name]
- Quantity: [Qty]
- Total: [Amount]
- Order Number:[\*\*\*\*\*]

You'll receive another email once your order is on the way.

If you have any questions, please reply to this email, and we will be happy to assist.

Best Regards,  
Customer Support  
Chris Gadgets

This email template confirms a customer's order, providing key details like product, quantity, and order number. It ensures the customer feels informed and confident that their purchase is being processed.

Re: Issue With Your Product - ↗ ✕

---

Recipients

---

Re: Issue With Your Product

---

Hi [Customer Name],

Thank you for contacting **Chris Gadgets**. I am so sorry to hear you are having trouble with your device.

Please try the following quick steps:

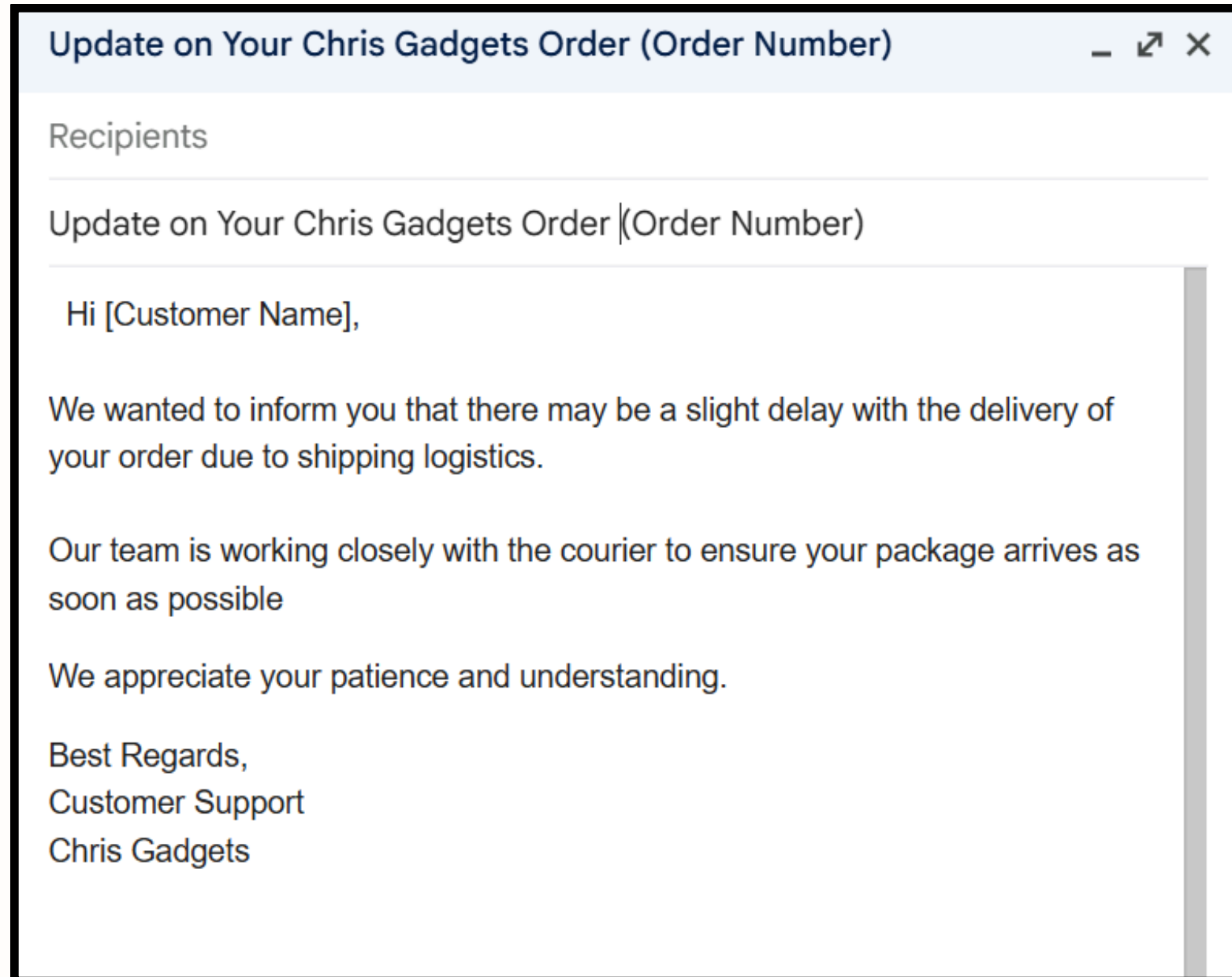
1. Restart the device.
2. Please make sure it is fully charged.
3. Reconnect it to your phone or computer.

If the issue continues, please reply to this email, and we will gladly assist

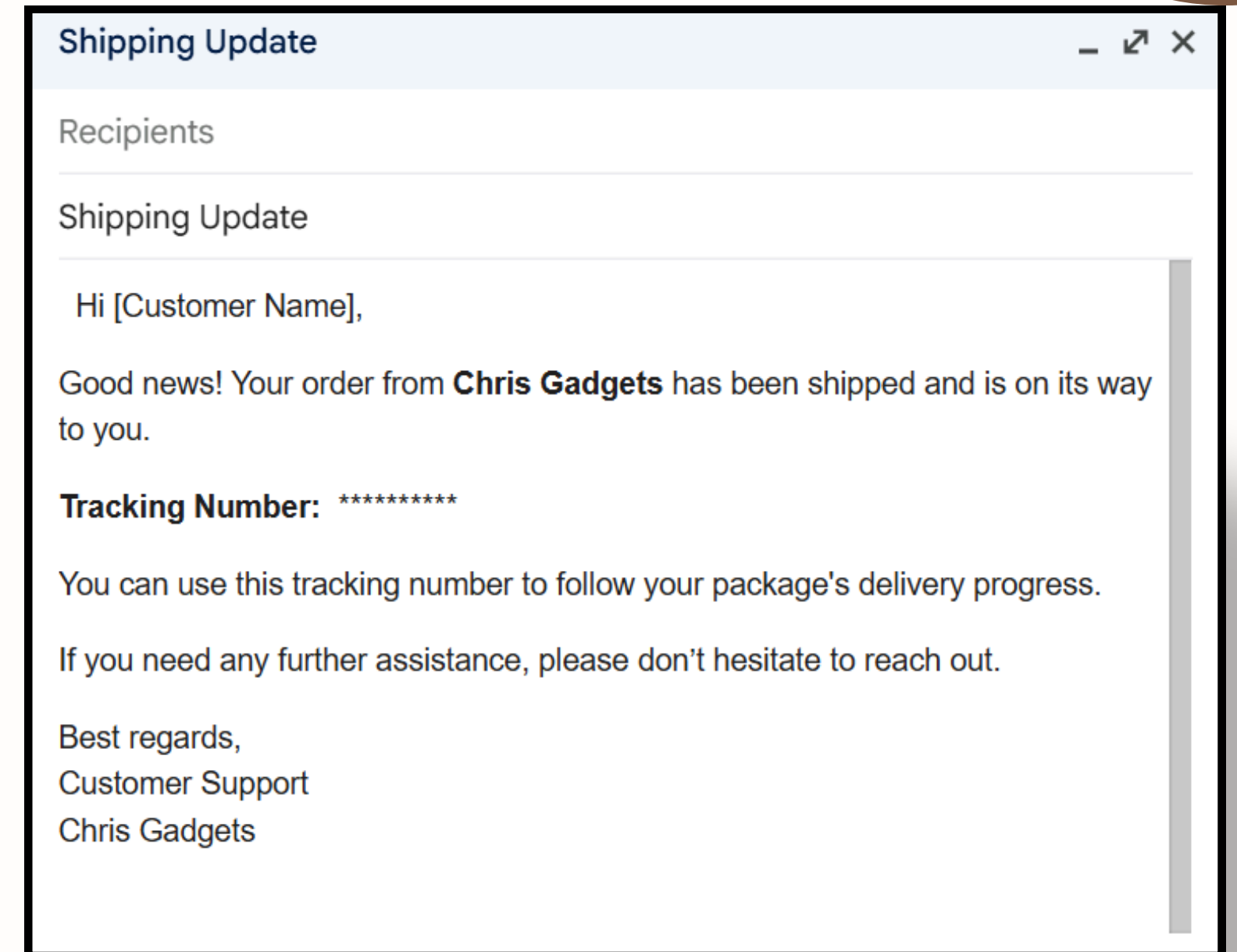
Best Regards,  
Customer Support  
Chris Gadgets

This template is used to respond to customers experiencing problems with a product. It provides clear instructions and shows empathy, helping resolve issues quickly while keeping the customer satisfied.

# Work Samples - Email Templates



**This template informs customers about a possible delay with their order. It communicates clearly, shows understanding, and keeps customers informed while maintaining trust.**

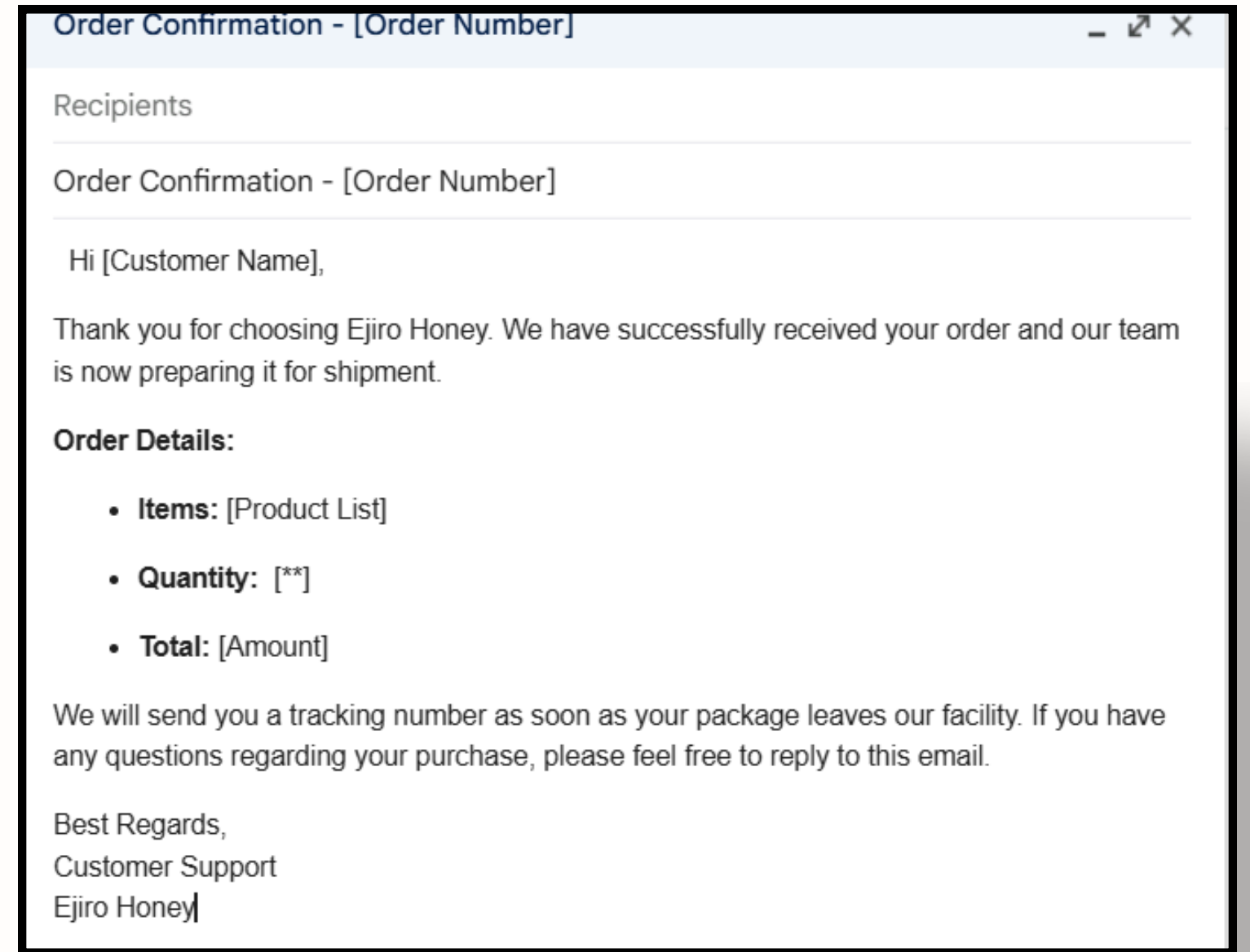


**This email template updates customers when their order has been shipped. It includes tracking information and reassures the customer that their package is on the way.**

# Work Samples - Email Templates

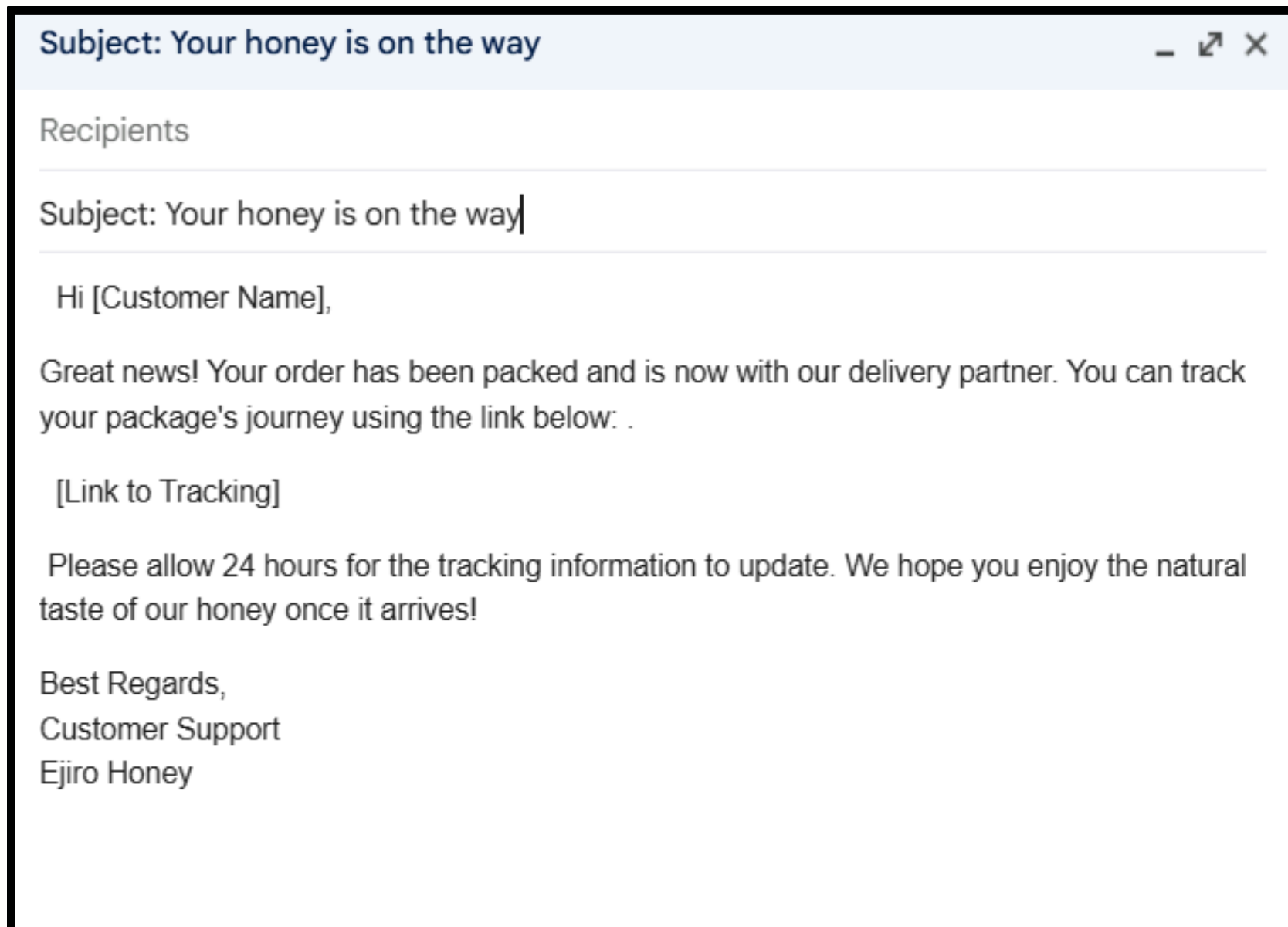


This email template asks customers for feedback on their recent purchase. It helps gather insights to improve service while showing customers that their opinion is valued.

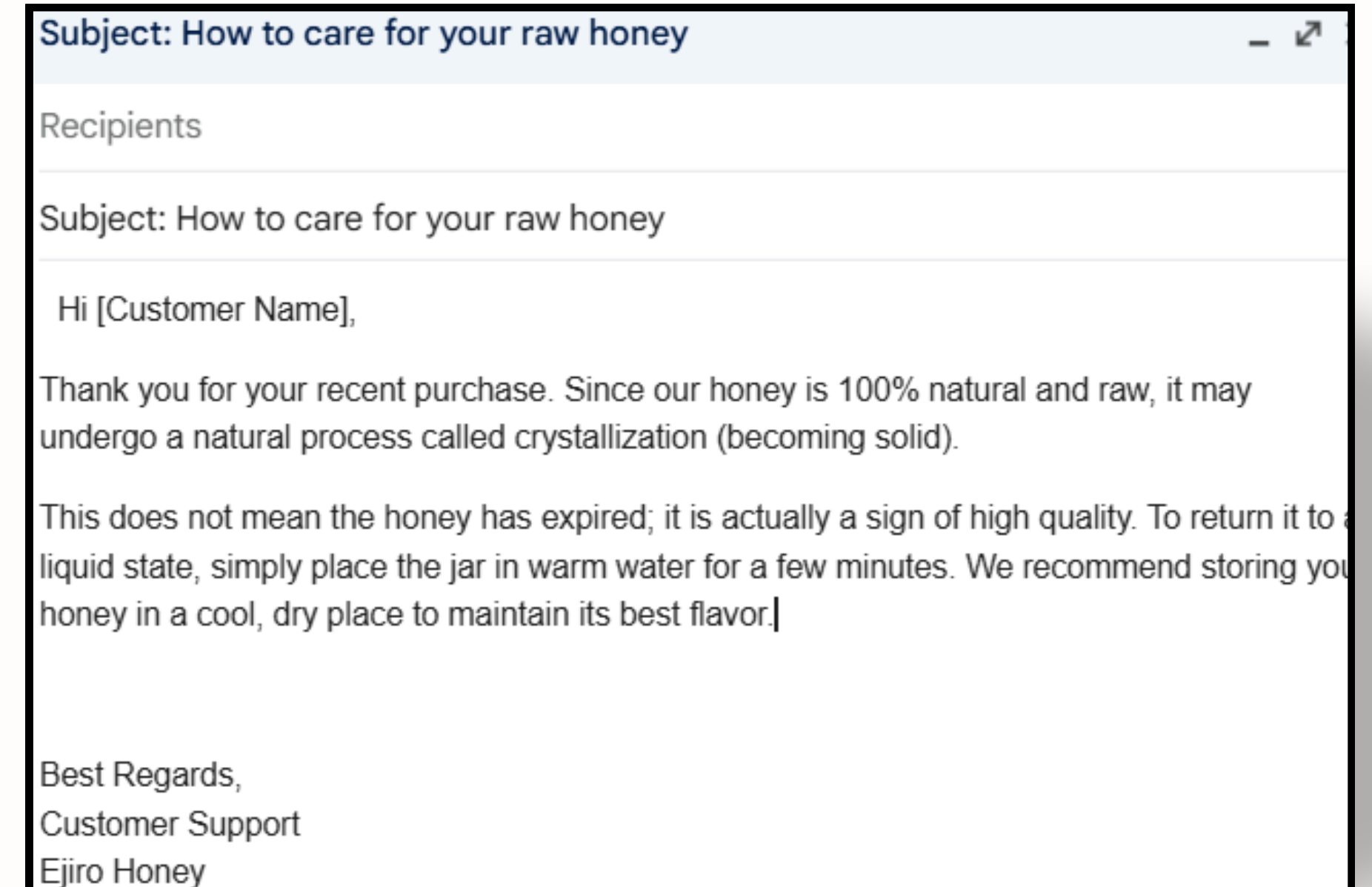


This email template confirms a customer's order, provides key details like items, quantity, and total cost, and reassures the customer that their order is being processed. It helps create a professional and positive first impression.

# Work Samples - Email Templates



**This email template informs customers that their order has been shipped and provides a tracking link. It keeps customers updated, reassured, and excited about receiving their honey.**



**This email template provides customers with guidance on caring for their raw honey. It helps educate customers, reduce confusion about natural processes, and reinforces trust in the product's quality.**

# CLIENT TESTIMONIALS



**Faith is a lifesaver who organized our records and closed so many of our Zendesk tickets. She cleaned up our messy data and made simple Excel dashboards that finally showed us how our sales were doing. She even built a lead tracker and wrote great email templates that significantly improved our customer satisfaction and trust. She was a joy to work with and I highly recommend her to anyone!**

**CEO EJIRO HONEY**



**Onajomo Faith brought total order to our business right when we needed it. She is an expert at keeping our HubSpot data clean and organized, and the email templates she created made our communication so much more professional. She handled every support request with such care and reliability. She was a truly essential part of our team and would be an asset to any company.**

**CEO CHRIS GADGETS**



**Thank you for visiting, I  
hope you enjoyed seeing  
my work!**

**Let's Work Together !!!**

 **onajomofaith07@gmail.com**

**I am ready to help you organize your data,  
manage your customers, and grow your  
business!!!**

**Together !!!**