Jennifer Umoetor

Customer Service • Appointment Setting • Virtual Assistant • Sales & Customer Success Specialist

+234 812 869 5587 | jenniferumoetor22@gmail.com | Delta State, Nigeria

PROFESSIONAL SUMMARY

Empathetic and results-driven Customer Service, Appointment Setting, Virtual Assistant and Customer Success Specialist with 5+ years of experience in client support, lead qualification and customer relationship management. Proven expertise in SLA compliance, KPI tracking, prospecting, pipeline management, objection handling and data entry. Skilled in handling high-volume inbound and outbound calls, cold calling, appointment scheduling and customer retention. Proficient with Salesforce, HubSpot, GoHighLevel, Vicidialer, Zendesk, Freshdesk, Intercom, Microsoft Office Suite, Google Sheets and Calendly and quick to learn new technologies. Recognized for emotional intelligence, process improvement, team leadership and mentorship and strong time management and multitasking in fast-paced environments.

KEY METRICS DELIVERED

- 20% increase in lead conversion rate through refined cold calling, appointment setting and objection handling.
- 80% first-contact resolution ensuring SLA compliance and KPI achievement.
- 30% reduction in wait times via process improvements that boosted customer satisfaction.
- Team performance growth through mentorship that improved KPIs and collaboration.
- 20% revenue growth through upselling, cross-selling and retention strategy.

CORE STRENGTHS

Empathy and Emotional Intelligence	Prospecting and Lead Qualification
Marketing and Sales Support	Customer Complaint Resolution
Team Leadership and Mentorship	Process Improvement and Innovation
Multitasking and Prioritization	Strategic Sales Strategy Execution
Adaptability and Agility	Time Management and Efficiency
Data Entry and CRM Management	Performance and KPI Tracking
Customer Retention	Appointment Setting and Follow-Up

TOOLS & TECHNOLOGY

CRM and Ticketing: Salesforce, HubSpot, GoHighLevel, Vicidialer, Zendesk, Freshdesk and Intercom

Productivity Tools: Microsoft Office Suite, Google Sheets and Calendly

Sales and Communication: Shopify, Quo and Aircall

Adaptability: Quick to learn and master new software and emerging technologies

PROFESSIONAL EXPERIENCE

RECHRG INC. – U.S.-Based Real Estate Brokerage

Business Growth & Operations Specialist | 2 October 2026 – Present

- Support agent recruitment, buyer outreach, business development and operational improvement.
- Research and prospect newly licensed real estate agents in Chicago using their professional backgrounds, websites and social media profiles to personalise outreach and present the brokerage's value proposition.
- Sourced 38 newly licensed agents within two weeks resulting in over five agents joining the brokerage with additional prospects expressing interest.
- Engage prospective property buyers, qualify their needs and interests and schedule appointments with the CEO for property reviews and further guidance.
- Contribute ideas and strategies to improve agent recruitment, brokerage visibility, marketing and business growth.
- Took initiative in learning GoHighLevel and independently building an agent dashboard website to improve access to internal resources and support.

ADINTELLX – A-SCORE (U.S. SaaS)

Outbound Sales Representative | Lead Generation & Appointment Setting | August 2026 – Present

- Conduct approximately 100 outbound cold calls daily to introduce A-Score, a free resource that helps service-based businesses assess the health of their advertising accounts.
- Identify and engage relevant decision-makers, navigate gatekeepers, handle objections and qualify prospects for further engagement.
- Obtain direct email addresses and contact details from approximately 15 out of every 20 decision-makers reached creating opportunities for follow-up and continued engagement.
- Focus on understanding business needs, communicating the resource's value and connecting with the right decision-makers rather than prioritising call volume alone.

ACENTECOM – U.S. Wellness Telesales

Wellness Sales Representative | July 2025 – September 2026

- Managed inbound and outbound sales conversations with leads and existing customers interested in wellness and weight-management solutions.

- Used discovery and clarifying questions to understand individual wellness goals, weight-management challenges and customer concerns.
- Presented relevant wellness products, explained their intended benefits and recommended suitable options based on customer needs.
- Addressed objections, built customer confidence, identified upselling opportunities and closed sales over the phone.
- Built rapport through empathetic consultative conversations that helped customers feel understood and comfortable discussing personal wellness goals.

KINZEL BENEFIT – Remote (Indiana, USA)

Sales/Business Development Representative and Appointment Setter | April 2022 – June 2025

- Conducted high-volume inbound and outbound calls, appointment scheduling and lead qualification using Vicidialer and Salesforce.
- Consistently met and exceeded SLA and KPI targets for call volume, conversion rate and response times.
- Enhanced cold-calling scripts and objection handling increasing qualified lead conversions by 20%.
- Managed pipelines and calendars (Google Calendar and Calendly) to ensure timely appointment setting and follow-ups.
- Maintained detailed CRM records and performed accurate data entry to improve pipeline reliability.
- Boosted qualified lead conversions by 20% via improved cold-calling scripts and maintained 80% first-contact resolution rate.

Jumia – Remote (Nigeria)

Customer Service Representative | October 2020 – February 2022

- Resolved customer complaints with empathy and emotional intelligence achieving 80% first-contact resolution.
- Managed high-stress escalations and ensured SLA compliance and timely resolutions.
- Documented customer interactions and ensured timely follow-ups via phone, email and chat (CRM updates and data entry).
- Supported upselling and cross-selling initiatives that contributed to revenue growth.
- Utilized ticketing systems (Zendesk and Freshdesk) for case tracking, reporting and workflow efficiency.
- Resolved over 70–80% of inquiries during first contact strengthening company reputation and satisfaction.

Pukka Complex Ent – Nigeria

Senior Executive Administrative Assistant & Customer Retention-Success | December 2018 – December 2025

- Mentored junior CSRs providing coaching and training that improved team KPIs and customer satisfaction.
- Implemented process improvements that reduced average wait times by 30% and improved survey scores.
- Resolved escalated issues with solution-focused approaches enhancing retention and repeat business.
- Collaborated with sales and marketing to support lead nurturing, prospecting and conversion strategies.
- Initiated process improvements that cut wait times by 30% and raised satisfaction scores while mentoring staff.

EDUCATION

Les Cours Sonou University – Benin Republic

Bachelor’s Degree in International Relations | 2018

References available upon request