

ABDUL-RASAQ OTHMAN

Customer Representative | Customer Success & Client Support Specialist

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PROFESSIONAL SUMMARY

Dedicated and results-driven Customer Representative with 5+ years of experience supporting clients, resolving inquiries, and building long-term relationships across CRM, social media, and virtual support environments. Proven ability to maintain accurate customer records, streamline communication, and improve engagement and response times. Skilled in email and social media support, client follow-up, and cross-team coordination to prevent errors before they reach the customer. Seeking a remote Customer Representative, Customer Success, or Client Support role where strong communication and organizational skills can drive customer satisfaction and retention.

KEY SKILLS

- **Client Communication & Support** — Skilled in managing email, phone, and CRM-based client communication with a professional, empathetic tone.
- **CRM & Data Management** — Experienced in maintaining accurate CRM records and contact data to support reliable, consistent customer service.
- **Social Media Customer Engagement** — Proficient in scheduling and managing social content (Buffer, Canva) to grow audience engagement and response.
- **Problem Solving & Coordination** — Able to coordinate across on-site staff, leadership, and internal teams to prevent errors and resolve issues before they affect the customer.
- **Research & Follow-Up** — Skilled in conducting research and timely follow-up communication to support client needs and satisfaction.
- **Organized/Time Management** — Able to prioritize multiple client-facing tasks and communications while maintaining quality and response-time standards.
- **Tools & Systems** — CRM systems, helpdesk & ticketing workflows, Google Workspace, Slack, Microsoft Teams, ClickUp, email & social media management (Buffer, Canva).

PROFESSIONAL EXPERIENCE

Virtual Executive Assistant – CRM Division — Shitshow Creative, Fort Lauderdale, FL, USA

June 2025 – Present

Key Achievement: *Maintained accurate CRM records and consistent client communication, supporting reliable customer data and long-term relationship management.*

- Managed CRM-based client communication and follow-up, ensuring prompt, professional correspondence.
- Maintained accurate contact and customer records within the CRM, improving data reliability used for client reporting.
- Conducted research to support client-facing communication and content needs.

Virtual Chief Technology Officer — Accountabul, St. Louis, MO, USA

March 2025 – Present

Key Achievement: *Supported smoother client-facing operations by setting up tools and maintaining organized digital records.*

- Built an automation tool that reduced repetitive data entry and scheduling work, speeding up turnaround on client-facing tasks.
- Recommended and set up software tools that supported day-to-day virtual assistant and customer service operations.
- Maintained organized records for technology subscriptions and contracts, supporting smooth back-office operations.

Virtual Assistant / Customer Representative (Part-Time) — Larrapy, Wisconsin, USA

May 2025 – November 2025 | Concurrent with Virtual CTO role at Accountabul

Key Achievement: Supported consistent client engagement and communication for a wellness and therapy coaching practice.

- Made and received client calls, providing prompt, professional support alongside email and research tasks.
- Managed email marketing communications, maintaining consistent client engagement and outreach.
- Conducted research to support client-facing content and program development.
- Balanced part-time client support responsibilities alongside a concurrent full-time role.

Virtual Assistant / Customer Representative — Hoxton Commercial Cleaning, London, UK

March 2023 – March 2024

Key Achievement: Prevented service mix-ups and missed appointments through proactive coordination, while growing social media engagement by 40%.

- Made and received client calls to confirm bookings, answer questions, and resolve concerns promptly.
- Coordinated with on-site cleaning staff to confirm schedules and job details, preventing mix-ups and missed appointments for clients.
- Curated and scheduled 100+ social media posts using Buffer, driving a 40% increase in follower engagement.
- Managed email and phone communication channels, ensuring prompt, professional responses to client inquiries.
- Handled sensitive client information with strict confidentiality, building trust with clients and colleagues.
- Collaborated with the finance team to refine data-entry procedures, improving the accuracy of client-related records.

Virtual Administrative Assistant — Advanced Facility Management, Abu Dhabi, UAE

May 2019 – May 2021

Key Achievement: Sustained a high client satisfaction rate through prompt, proactive communication and effective issue resolution.

- Managed client email correspondence and social media presence, improving response times and online engagement.
- Coordinated and scheduled meetings, prepared agendas and minutes to support smooth client service delivery.
- Resolved client issues proactively, maintaining a high client satisfaction rate.

EDUCATION

Master of Public Administration (in progress) — Ahmadu Bello University, Zaria

Bachelor of Science, Political Science — Ahmadu Bello University, Zaria | Sept 2009 – Jul 2013

TRAINING & CERTIFICATIONS

- Supervisory Skills Training I & II – Supervising Others & Managing Employee Development, Advanced Facility Management, Abu Dhabi (2019)