

MUHAMMAD ABDULMALIK SANGO

Customer Support Specialist | Administrative Support | Data Entry

PROFESSIONAL SUMMARY

Customer-focused and reliable professional with experience in customer communication, administrative support, data entry, typing, record management and digital services. Skilled at communicating clearly with customers in English and Hausa, handling enquiries, maintaining accurate records and using computer applications for daily administrative tasks. A quick learner with strong attention to detail, professionalism and the ability to work independently in remote environments.

CORE SKILLS

- Customer Service & Customer Communication
- Email and Chat Support
- Administrative Support & Documentation
- Data Entry, Typing & Record Keeping
- Microsoft Word & Computer Operations
- Problem Solving & Customer Enquiry Handling
- Attention to Detail & Accuracy
- English and Hausa Communication
- Remote Work, Time Management & Reliability

PROFESSIONAL EXPERIENCE

Customer Care Officer & Administrative Assistant

UA Entrepreneur Training Institute, Kano, Nigeria | 10/2022 – 02/2026

- Communicated with customers and responded to enquiries in English and Hausa.
- Provided day-to-day administrative and customer support.
- Typed, organized and maintained records and documents accurately.
- Assisted customers with information and guided them through service-related enquiries.
- Used computer applications and digital tools for documentation and administrative tasks.
- Maintained a professional and helpful approach when dealing with different customer needs.

EDUCATION

Bachelor of Science (BSc) in Computer Science

University of Information and Technology, Kazaure | 2021

Secondary Education

Government Science Secondary School, Musawa | 2017

ADDITIONAL DIGITAL SKILLS

Computer operations, Microsoft Word, digital communication, online services, typing, basic data handling, graphics and video-editing tools.

COVER LETTER – CUSTOMER SUPPORT

Dear Hiring Manager,

I am writing to express my interest in the Customer Support position at your organization. I bring practical experience in customer communication, administrative support, data entry, documentation and computer-based tasks, together with a strong commitment to providing professional and helpful service.

In my previous role as a Customer Care Officer and Administrative Assistant at UA Entrepreneur Training Institute, I communicated with customers, handled enquiries, supported administrative activities, maintained records and performed typing and computer-based tasks. I am comfortable communicating in both English and Hausa and I understand the importance of listening carefully, responding clearly and treating customers respectfully.

I am particularly interested in remote customer support because I am comfortable working with digital tools, communicating online and managing tasks responsibly. I am a quick learner, reliable and willing to learn your company's systems, products and customer-support processes.

I would welcome the opportunity to contribute my customer service, administrative and computer skills to your team. Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to your organization.

Sincerely,

Muhammad Abdulmalik Sango

Katsina State, Nigeria

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