

Customer Support Specialist

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SUMMARY

Dedicated Customer Support Specialist with experience handling approximately 120 daily inquiries for a telecom platform, specializing in resolving wallet and subscription issues across multiple payment gateways. Known for significantly reducing repeat contacts by 18% through effective questioning techniques and the creation of step-by-step user guides that enhance self-service success.

EXPERIENCE

Customer Service Representative

Getsub Telecommunications (Remote)

January 2024 – Present

- Managed 120–140 customer support tickets daily via live chat on Tawk.to, addressing issues related to wallet funding, failed subscriptions, and payment disputes.
- Guided users in identifying appropriate payment methods (Flutterwave, Paystack, Monnify, Paga) through tailored questions, reducing misrouted complaints and resolution delays.
- Escalated unresolved technical issues promptly to internal support teams with accurate transaction data for quick turnaround, minimizing customer follow-ups.
- Developed clear, step-by-step wallet funding instructions to assist users in self-resolving common issues, decreasing repeated inquiries and enhancing support efficiency.

Customer Service & Operations Manager

Crush Eduplace International

January 2023 – December 2023

- Oversaw daily operations of academic and hostel services, directly reporting to the CEO while supervising 12 subject tutors.
- Acted as the primary contact for new parents and students, conducting information sessions that led to a 90% conversion of JAMB candidates to Post-UTME enrolments.
- Implemented a continuous-assessment dashboard to track student scores, enabling tutors to adjust lessons and driving an 80% admission success rate into OAU.
- Managed hostel capacity and enforced discipline and safety rules, leading to a 40% reduction in incident reports year-over-year.
- Established a Google Sheets CRM pipeline for streamlined follow-ups, sustaining a 90% student renewal rate for the next tutorial phase.

Remote Call-Centre Agent

Outcess Solutions Nigeria Ltd.

April 2022 – June 2022

- Re-engaged over 400 churned prepaid customers through outbound calls, restoring service usage and rebuilding customer trust.
- Maintained average quality assurance scores above 90, consistently meeting standards in communication, empathy, and issue handling.
- Documented detailed call notes in the CRM to support continuity and enhance future customer interactions.

EDUCATION

B.Sc. Chemistry

Obafemi Awolowo University, Ile-Ife, Nigeria

August 2023

CERTIFICATIONS & TRAINING

- Virtual Assistance (ALX) – 2024
- Data Analysis (Girl Code Academy) – 2023
- Soft Skills (Jobberman) – 2022
- Tech-Up Girls Bootcamp – 2023

TECH STACK

- **Ticketing and CRM:** Tawk.to, Zendesk (basic)
- **Data Tools:** SQL, Tableau, spreadsheet applications
- **Productivity Tools:** Google Workspace, Microsoft Office, Trello, Asana
- **Communication & Media:** Slack, Canva, CapCut, Zoom/Google Meet

KEY SKILLS

- Live chat and phone support
- Conflict resolution
- Referral and retention programs
- Basic SQL queries for data lookup and reporting