

# Ezekwe Emmanuel

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Lagos, Nigeria

## PROFESSIONAL SUMMARY

Thank you for considering my application for the Customer Service Support position at your establishment. I'm a highly dedicated and empathetic Customer Support Representative with over **3 years of experience** helping customers through live chat, email, and phone support. I'm skilled in using CRM tools like Zendesk and HubSpot to manage conversations efficiently, track issues, and follow up promptly. My approach is centered on clear communication, active listening, and resolving concerns with empathy and professionalism. With a background in business administration and certifications in both customer service and digital marketing, I bring a well-rounded, tech-savvy, and customer-first mindset to every team I join.

## SKILLS

- CRM Tools: Zendesk, HubSpot, Freshdesk
- Technical Support & Troubleshooting
- Live Chat & Email Handling
- Strong Communication & Interpersonal Skills
- Problem Solving & Conflict Resolution
- Data Entry, Active listening & Attention to Detail
- Remote Collaboration Tools: Slack, Zoom, and Google Workspace etc.

## PROFESSIONAL EXPERIENCE

### Customer Support Representative - Remote

Jumia Group, Location (Lagos, Nigeria) | Jan 2022 – Present

- I transformed frustrated users into loyal brand advocates by expertly de-escalating high-stress situations, leading to a remarkable **98.3%** post-interaction satisfaction score over 12 months.
- On average, I successfully managed over **75** customer inquiries per day via chat, phone, and email. This was achieved by prioritizing proactive communication and real-time issue resolution, resulting in a **41%** improvement in response time.

- I developed and consistently updated over **40** help center articles, which significantly reduced repetitive inquiries by **21%** and contributed to a 17% decrease in average handling time.
- Collaborated closely with the inventory team to proactively monitor stock levels, ensuring customers received timely updates on product availability.

## **Customer Experience / Digital Marketing Specialist - Remote & On-site**

**MGL Integrated Technologies Ltd** Location (**Lagos, Nigeria**) | **Jan 2020 – Dec 2022**

- Acted as the first point of contact for customer inquiries, complaints, and product consultations, delivering prompt and helpful support both online and in-store.
- Collaborated with the sales and support teams to align marketing efforts with customer needs, resulting in a 40% growth in overall sales and a noticeable improvement in customer satisfaction.
- Built, managed, and maintained the company's website and social media platforms, using my web development skills and targeted digital marketing strategies, which increased online visibility by 80%.

## **Assistant Online Sales Manager (On-site)**

**Alkay Concept** Location (**Lagos, Nigeria**) | **Feb 2018 – Aug 2019**

- Responsible for managing the company's website, uploading products, tracking inventory, and handling all aspects of online sales. I also engaged directly with customers through chats and phone calls, ensuring smooth processing and timely delivery of orders.
- Increased online sales by 40% within six months through effective digital marketing strategies.
- My commitment to delivering prompt and personalized customer service resulted in consistently high customer satisfaction, evidenced by a **95%+** rating maintained over 12 months.

## **EDUCATION**

### **Bachelor's Degree in Business Administration**

National Open University of Nigeria (NOUN), Nigeria | Graduated Feb 2022

Certifications

## **CERTIFICATIONS**

- Great Customer Service with Emotional Intelligence – Udemy
- Customer Service, Customer Support, and Customer Experience – Udemy
- Customer Service English Essentials – Udemy
- Ultimate Digital Marketing Course – Udemy & Google Digital Skills for Africa