Akaolisa Queen



CUSTOMER SUPPORT MANAGER

25 июля

Возраст: 41 год
Режим работы: полный рабочий день, посменная работа, удаленная работа
Категории: Офисный персонал, Телекоммуникации и связь, Торговля, продажи, закупки

Войдите или зарегистрируйтесь на сайте как работодатель, чтобы видеть контактную информацию.

Опыт работы

Customer support representative

Kingstanfrank Online Store, Remote (E-commerce / Retail), state
02.2024 – По настоящее время (2 года 9 месяцев)

Обязанности:

Collaborated with two cross-functional departments to deliver a key project two weeks ahead of schedule while presenting weekly progress updates to a 10-member team, improving communication, transparency, and reporting accuracy. Manage customer inquiries through Intercom, live chat, email, phone, and Slack, resolving order, delivery, payment, refund, and product-related issues promptly and professionally. Process customer orders, document interactions accurately in CRM systems, and resolve complaints while maintaining a high level of customer satisfaction. Collaborate with cross-functional teams to improve service delivery and ensure timely issue resolution. Communicate clearly, manage multiple priorities in fast-paced environments, and deliver empathetic, customer-focused support. I achieved high first-contact resolution and met service standards through smooth daily operations.

Образование

University of Lagos State

Специальность: Bachelor of Arts (BA), English Language
полное высшее, 04.2012 – 10.2017 (5 лет 5 месяцев)

Знание языков

Английский - Профессиональный (эксперт)
Дополнительно: Advanced proficiency in written and spoken English, with excellent communication skills.

Дополнительная информация

Знание компьютера, программ: Proficient in Ms-office, Salesforce, Intercom, zendesk, zoho, slack, i can learn new

software CRM systems and customer support platforms.
Личные качества, хобби, увлечения, навыки: I am a reliable and empathetic professional with excellent interpersonal skills, and a strong commitment to delivering outstanding customer support with empathy and professionalism. My hobbies are continuous learning, exploring new tech, and personal growth.
Цель поиска работы, пожелания к месту работы: I am interested in joining a professional organization where I can support customers effectively, continue developing my abilities, and build a lasting career while contributing to the success of the team.