

JOSEPH OLATOKUNBO

Client Support Specialist

Remote | +2348161231411 | josepholatokunbo@gmail.com

Communicative and a skilled customer support specialist with over four years of quality experience. The necessary skills required for success in the customer service field have been duly mastered and the goal is to contribute innovative ideas to streamline processes, and provide efficient solutions to the needs of the customers.

EXPERIENCE

Triton Group - Remote, Nigeria

Aug 2018– Present

Client Support Specialist

- Assist customers with effective decision making and seamless onboarding process.
- Escalate bugs and issues to third-party technical support teams, resolving more than 70 percent of inquiries within one business day.
- Maintain deep expert product knowledge
- Acts as the First Contact Resolution for customers issues and complaints.
- Improve metrics to track and ensure those metrics are linked to business outcomes positively.
- Understand customers' needs and do everything possible to satisfy them effectively and timely.
- Centralise and utilise customer feedback and data to improve service processes.

Exusia Group - Remote

Dec 2016 - May 2018

Customer Service Officer

- Researched and resolved inquiries received via web chat, telephone calls, email, ticketing system, and all in a timely manner according to organizational standards.
- Provided logical solutions to unresolved problems to team members, executive leadership, and corporate clients in clear and digestible language.
- Consistently produced accurate reports using the internal system and mobile device in a timely manner.
- Instituted positive work environment for all through effective inquiry response, delivery of constructive feedback and professional engagement.
- Created new processes and modified existing ones to streamline performance data collection process, ensuring that all data was uniform in format and timely compiled.
- Participated in support team meetings and help manage priorities for future technical and UX developments and improvements, based on user feedback.

Household Energy Limited - Lagos, Nigeria

Jan 2015 - Nov 2015

Administrative Secretary/Customer Service Assistant

- Supported management decision-making by compiling operational and production data into daily logs.
- Monitored operations to spot and report on issues for quick resolution.
- Handled queries on the phone and by email and chats.
- Managed diaries, scheduled meetings and necessary bookings

EDUCATION

UNIVERSITY OF BENIN – Edo, Nigeria

Sept 2014

Bachelor of Science, Geology

Second-class division

SKILLS

- Impeccable communication skills.
- Kind, empathetic, caring, and loves to help people
- Integrity, transparency, directness, and utmost humility.
- Mail, Docs, Sheets and Microsoft Excel (pivot tables, conditional formatting, VLOOKUP functions).
- Tech-savvy and quick to learn new systems and software.
- CRM tools - Zendesk, Intercom, HubSpot and more.
- Digital communication tools - Slack, Google Hangout, Microsoft Teams and Zoom.
- Phone, chat and email support

CERTIFICATIONS AND TRAINING

- | | |
|--|--------------|
| ● Customer Support Certification - Udemy | January 2022 |
| ● Helpdesk Support Fundamentals - Exusia Group Employee Training | March 2017 |
| ● Customer Excellence Training - Exusia Group Employee Training | June 2017 |
| ● Project Management Soft Skill Training - Jobberman | March 2016 |