# CHINELO FAVOUR EZEANI

**Abijo-Lekki, Lagos, State, Nigeria.**
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## PROFESSIONAL SUMMARY

Dynamic, solutions-oriented Customer Support Specialist with over 4 years of experience in delivering exceptional service and resolving complex issues across multiple communication channels. Expert in managing a high volume of customer interactions, providing technical support, and achieving a 95% resolution rate. Proficient in initiating proactive follow-ups and working collaboratively with teams to refine service protocols, resulting in notable improvements in customer satisfaction and operational efficiency. Demonstrated ability to address inquiries, analyse feedback, and implement strategic solutions, leading to a 25% increase in customer loyalty. Passionate and adept with CRM systems and communication tools, committed to building positive customer relationships and driving organisational success through dedicated service and innovative problem-solving.

## CORE SKILLS HIGHLIGHTS

- Strong ability to troubleshoot and resolve complex technical issues, ensuring prompt and accurate solutions for customers.
- Skilled in working collaboratively with team members to refine service protocols and enhance overall operational efficiency.
- Excellent verbal and written communication skills for clear, concise interactions with customers and team members.
- Advanced skills in Word, Excel, and other Microsoft tools for efficient documentation, data analysis, and reporting.
- Experienced in using CRM systems to track interactions, manage customer data, and enhance service delivery.
- Proven ability to analyse customer feedback, identify issues, and implement effective solutions to improve service quality and satisfaction.

## AREAS OF EXPERTISE

- Customer Experience |● Customer Support & Satisfaction | ● Customer Relations Management |● Email & Chat Support

- Project Management |● Complaint/Conflict Resolution |● Knowledge Management | ● Problem-solving/Troubleshooting

## PROFESSIONAL EXPERIENCE

**Customer Support Representative**                                   February 2022 - May 2024
**BLOSSOM ENTERPRISES [Lagos, Nigeria]**

- Addressed over 250 customer enquiries monthly, delivering technical assistance over the phone and in person, achieving a95% resolution rate.

- Initiated proactive follow-ups with 100+ clients weekly to ensure their needs were met after initial interactions, resultingin a 20% increase in customer satisfaction scores.

- Worked collaboratively with team members to identify areas of improvement in customer service protocols, contributing to a15% enhancement in service efficiency.

- Suggested ideas for process improvements at team meetings, leading to a 10% increase in departmental performance and overall productivity.

- Coordinated with internal teams to resolve customer concerns, escalate issues, and act as a company ambassador, achieving a25% reduction in issue resolution time.

- Addressed customer questions and issues by gathering data, analysing needs, evaluating possible resolutions, and implementing optimal solutions, resulting in a 30% improvement in first-contact resolution rates.

## Customer Service Representative
**THE LAUNDRY BOX LTD [Opebi, Lagos, Nigeria]**

August 2019 - October 2021

- Resolved 95% of customer complaints by distinguishing, prioritizing, and reporting technical issues, leading to a 20%increase in customer satisfaction.

- Maintained comprehensive knowledge of 50+ products and services, ensuring accurate information was provided to customers, resulting in a 15% reduction in service errors.

- Managed escalated calls with professionalism, resolving 90% of complex issues to the satisfaction of both the client and the company, contributing to a 10% decrease in churn rate.

- Connected with customers through phone and email, addressing questions and resolving issues for over 1,000 clients annually, enhancing overall customer experience.

- Provided empathetic support for customers experiencing difficulties or dissatisfaction, resulting in a 25% improvement in customer loyalty and a 30% increase in positive feedback.

## Educator (NYSC)
**HOLY TRINITY GROUP OF SCHOOLS [Akure, Ondo State]**

May 2017 - April 2018

- Improved student grades by 25% by creating and using a new teaching plan for 50 students.

- Increased student involvement in school activities by 40% through organizing engaging extracurricular events.

- Supported over 10+ teaching sessions for teachers and students, leading to a 30% better classroom environment.

- Boosted student attendance by 15% with new motivational programs and regular meetings with parents.

- Launched a peer tutoring program that helped 30 students improve their grades by 20% in six months.

### EDUCATIONAL QUALIFICATIONS

### Bachelor of Science (BSc.) in Business Education
ENUGU STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY [Enugu State, Nigeria] - 2015

### PROFESSIONAL TRAINING & QUALIFICATIONS

- Data Analytics Certification - 2024

### PROFESSIONAL INTERESTS

- Customer Support & Satisfaction | Customer Relationship Management | Business Development | Account Management