





# BASSEY, CYRIL INYANG

## CUSTOMER SUCCESS SPECIALIST

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### CONTACT

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-  Orita Challenge, Ibadan
-  [Github](#)

### SKILLS

- Customer Support
- Remote Communication
- User Experience Research
- Usability Testing
- Quality Assurance
- Problem-Solving
- Cross-Functional Collaboration
- Data Analysis
- Training and Development
- Technical Troubleshooting

### SUMMARY

Customer-focused professional with a strong background in remote customer support, user experience enhancement, and quality assurance. Seeking a challenging role to leverage my skills and expertise in delivering exceptional customer experiences and ensuring product quality.

### EXPERIENCE

#### CUSTOMER SUPPORT SPECIALIST

**Selar** June 2022- Till date

- I help new users navigate the Selar platform, setting them up for success from day one.
- I'm dedicated to empathizing with customers, driving issue resolutions, and implementing features that enhance customer satisfaction.
- I partner with the Product Managers, Software Engineers, and more to tackle merchant pain points and introduce innovative features.

#### CUSTOMER SUPPORT SPECIALIST

**Beezyjobs** Jan 2021- April 2021




- Provided remote customer support via email, chat, and phone, assisting job providers with product inquiries, technical issues, and account-related matters.
- Achieved a 95% customer satisfaction rating through effective problem-solving and empathetic communication.

#### USER EXPERIENCE (UX) RESEARCHER INTERN (REMOTE)

**Upperhand Market** January 2023- May 2023

- Conducted remote user research to gather insights and feedback on product usability, design, and functionality.
- Analyzed user behavior data and conducted remote usability testing to identify pain points and opportunities for UX improvements.

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## EDUCATION

### 1. Nano Degree in Data Science and Analytics

- Udacity Programming For Data Science Courses
- 2022

### 2. Google Online Digital Skills

- Google Online Training
- 2020

### 3. Higher National Diploma (HND) in Instrumentation and Control Engineering

- Heritage Polytechnic, Eket, Akwa Ibom State
- 2019

### 4. National Diploma (ND) in Electrical/Electronic Engineering

- Akwa Ibom State Polytechnic, Ikot Osurua, Ikot Ekpene Akwa Ibom State
- 2016

### 5. Diploma in Computer Desktop Publishing

- MB&U Computer Institute, Eket, Akwa Ibom State
- 2014

## DATA COLLECTION - REMOTE (CONTRACT)

Jacko sales and supplies company

Jan 2022-july 2022

- Designed data collection structure: Architected a comprehensive data collection framework tailored to the unique needs of the FMCG industry, ensuring efficient and accurate data gathering.
- Developed an intuitive dashboard: Created a user-friendly dashboard with interactive features, enabling stakeholders to access real-time data of operations and sales in the organisation

## INVENTORY ANALYST

Alerzo

2022- 2023

- Inventory Analysis - Kept track of inbounds and outbounds of goods
- Cross-Functional Collaboration: I worked closely with purchasing, logistics, and sales to align inventory management strategies with overall business objectives.
- ERP Systems: I used enterprise resource planning (ERP) systems to track inventory, generate reports, and automate inventory-related processes.
- Built real time analysis dashboards using Pwer BI to track inbound and outbound inventory activities across different warehouses