

DARLINGTON NESFIELD

Customer Service Representative

📍 Abuja, Nigeria 12345

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PROFESSIONAL SUMMARY

Results-driven Remote Customer Care Representative with proven experience delivering exceptional customer support across digital channels. Skilled in handling high-volume inquiries, resolving complex issues, and maintaining customer satisfaction through clear communication and problem-solving. Adept at using CRM tools, managing support tickets, and building positive client relationships remotely. Demonstrates strong work ethics, adaptability, and the ability to thrive in fast-paced environments.

⚙️ CORE SKILLS

- **Customer Relationship Management** – Ability to resolve issues efficiently, maintain client satisfaction, and build long-term customer loyalty.
- **Communication & Active Listening** – Strong verbal and written communication with empathy, clarity, and professional tone across all digital channels.
- **Problem-Solving & Conflict Resolution** – Quick identification of customer needs and delivery of solutions that improve experience and prevent escalations.
- **Technical & CRM Proficiency** – Hands-on experience with support tools (CRM systems, ticketing platforms, chat tools, remote work software).
- **Time Management & Multitasking** – Managing multiple customer requests, meeting deadlines, and achieving performance targets in remote environments.

📁 PROFESSIONAL EXPERIENCE

Customer Service Representative – Remote

Referrizer, UK

January 2022 – December 2022

- Delivered customer support via live chat, email, and phone, maintaining a 95% satisfaction score.
- Assisted clients in onboarding and using Referrizer marketing tools to grow business engagement.
- Resolved account issues, processed requests, and provided product training with clear instructions.
- Escalated technical support tickets and coordinated solutions with internal support teams.

Customer Service Representative – Remote

Coastal Homes, USA

January 2023 – October 2023

- Responded to client inquiries related to property listings, viewings, and contract processes.
- Acted as the first point of contact for leads, improving conversion rate through professional follow-up.

- Updated CRM records, scheduled appointments, and coordinated communication between agents and buyers.
- Provided detailed information on services, pricing, and the acquisition process to ensure transparency.

Customer Support Specialist – Remote

Ecore, USA

November 2024 – 2024

- Managed customer inquiries on sustainability products and solutions across digital channels.
- Provided proactive support for orders, returns, product specifications, and delivery tracking.
- Collaborated with warehouse and logistics teams to resolve delivery and shipment concerns.
- Contributed to knowledge-base updates to streamline support and reduce ticket volume.

Customer Care Specialist – Remote

Sharples Enterprises, Australia

June 2025 –

- Offered real-time support for product inquiries, placing orders, and account assistance.
- Maintained accurate documentation of all customer interactions in CRM tools.
- Escalated urgent cases to technical support teams and ensured timely resolution.
- Promoted customer loyalty through professional communication and personalized assistance.

Education

The National Open University

Bachelor of Science in Computer Science

Sep. 2024 – May 2026 (In-view)

Doctorate of Education Dei-Dei Kubwa, Abuja (Nigeria Police Special study center)

Trinity Polytechnic, Uyo Akwa Ibom

National Diploma of Science Laboratory Technology

Sep. 2017 – August 2019

Mbak- Etoi, Uyo, Akwa-Ibom state of Nigeria.

Relevant Course work

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|-------------------------------------------------|-----------------------|---------------------------|----------------------------|
| • Data Structures | • Algorithms Analysis | • Artificial Intelligence | • Systems Programming |
| • Software Methodology Experience | • Database Management | • Internet Technology | • Computer Architecture |
| • Morphological Malaria Parasite identification | • Anemia in pregnancy | • Robotic science | • Web design & Development |



Management Skills

- Customer Experience Management – Ensures high satisfaction by managing complaints, improving service delivery, and maintaining service quality.
- Workflow & Time Management – Organizes tasks, prioritizes customer issues, and manages high-volume interactions efficiently.
- Performance Tracking & Reporting – Monitors service KPIs (response time, resolution rate, CSAT), and recommends improvements.
- Conflict Resolution & Decision-Making – Handles difficult customers calmly, makes fast decisions, and resolves issues using proven strategies.
- Cross-Team Collaboration – Works with product, sales, and technical teams to solve problems and improve customer outcomes.