

David Adindu

Technical Support Associate

📍 Letterkenny, Donegal
E: da4adindu@gmail.com

Highly motivated and experienced customer service professional with over two years of remote customer service experience. Skilled in providing exceptional support, resolving issues, and ensuring customer satisfaction. Seeking a customer service role at Recharge to leverage my expertise in the Recharge platform, outstanding communication skills, and passion for delivering world-class service to customers.

Skills & Qualities

- Excellent written and oral communication skills, with a focus on delivering exceptional customer service.
- Proactive and results-oriented, with a "make-it-happen" attitude and an appreciation for friendly competition.
- Open to feedback and coaching, continuously striving for improvement in performance.
- Strong problem-solving skills, adapting to an ever-evolving environment, and resolving issues with resilience and focus.
- Tech-savvy with the ability to quickly learn new technology and assist others effectively.
- Positive and upbeat attitude, bringing enthusiasm and a sense of humor to create a pleasant customer experience.
- Knowledge of HTML, CSS, Javascript, and a range of other programming languages
- Experience using Salesforce, G Suite, HelpScout, Zendesk

Professional Experience

Infosys Ireland | Process Executive CSR

10/2021 - Present

- Providing top-class customer support via telephone, email, and chat. Treating every interaction with customers positively, openly, and constructively.
- Working as a team to identify, evaluate and resolve customers' problems and complaints.
- Troubleshoot and resolve issues relating to networks, applications, VPNs, databases, etc.
- Ensure day-to-day service delivery tasks are completed within time scales that meet customers' expectations and company KPIs.
- Reviewing and analyzing necessary documentation and communicating relevant information to co-workers in other departments.
- Owning customer issues and efficiently escalating them when necessary to ensure timely resolution and customer satisfaction

KFC Letterkenny | Team Member & Front Desk Customer Service

11/2020 - Present

- Assisting a driven and focused team to deliver exceptional customer service and achieve revenue targets.
- Promoting available products to customers to meet their needs.
- Achieved customer loyalty by successfully handling customers' questions and complaints.

Education

- **Technological University Dublin (Blanchardstown)** - Bachelor of Science (Computing)