Kelvin Udufo

Technical Support Engineer
Lagos, Nigeria
📞 (+234) 706-460-3520
📧 kudufo@gmail.com
🔗 [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

Technical Support and Customer Success Specialist with a proven track record of career growth and increasing impact over the past 5+ years. Known for delivering high-value customer experiences, resolving complex technical issues, and leading process improvements in fast-paced, tech-driven environments. Demonstrated success driving up customer satisfaction, optimizing team efficiency, and influencing cross-functional collaboration. Currently deepening backend engineering expertise through ALX to support future growth into technical leadership roles.

CORE COMPETENCIES & TOOLS

- **Customer Experience Excellence:** SLA Compliance, Technical Escalations, Support Metrics (CSAT, FCR, NPS)

- **Technical Support:** API Debugging, Webhook Troubleshooting, Plugin Integrations, Root Cause Analysis

- **CRM & Support Tools:** Zendesk, Salesforce, HubSpot, Intercom, Live Chat, Front (learning)

- **Programming & Dev Tools:** JavaScript, Node.js, Python, Django, Git, Bash, Postman, GitHub, Visual Studio Code

- **Process Improvement:** Automation, Workflow Design, Knowledge Base Management, Documentation QA

- **Soft Skills:** Empathy, Communication, Leadership, Problem Solving, Mentorship

PROFESSIONAL EXPERIENCE

Teleperformance – Remote (Lagos, Nigeria)
Technical Support Specialist | Jan 2023 – Present

- Promoted from general support to Tier-2 technical role based on performance and product knowledge.

- Delivered critical support to software developers and enterprise clients, resulting in a 95% CSAT.

- Resolved complex API and webhook errors using Postman, log analysis, and JSON inspection.

- Developed process improvement suggestions adopted by the team, reducing ticket backlog by 30%.

- Trained 3 new hires, contributing to improved onboarding time and knowledge retention.

- Identified product documentation gaps and partnered with product managers to improve clarity and self-service outcomes.

Globacom Nigeria – Lagos, Nigeria
Customer Support Specialist | Jan 2019 – Dec 2022

- Supported over 500,000 users with billing, network, and product inquiries; consistently exceeded SLA targets.

- Spearheaded CRM enhancements that reduced repeated tickets and improved first-contact resolution by 18%.

- Championed upselling efforts and generated a 15% revenue increase through targeted promotions.

- Facilitated onboarding sessions for junior support reps and led internal workshops on customer communication best practices.

Yashoda Hospital – Hyderabad, India
Technical Marketing Liaison | Oct 2015 – Nov 2016

- Served as a bridge between international patients and care teams, ensuring seamless communication and technical coordination.

- Created email templates and digital workflows that improved response times and reduced follow-ups by 25%.

- Contributed ₦20M+ to company revenue via patient referrals and programmatic marketing.

TECHNICAL TRAINING & DEVELOPMENT

Backend Engineering Program – ALX Africa (Ongoing)

- Gaining hands-on experience with core backend technologies including Linux, Shell scripting, and systems programming.

- Completed projects on Shell basics, file permissions, and command-line utilities.

- Developing strong foundations in software development best practices, DevOps workflows, and debugging skills for backend environments.

- Platforms: Ubuntu Linux, Bash, Git, GitHub, CLI tools
  🔗 Shell Basics: https://savanna.alxafrica.com/concepts/102303?project_id=101197
  🔗 Shell Permissions:
  https://savanna.alxafrica.com/concepts/107013?project_id=101614

PROJECTS & GITHUB WORK

- **Shell Permissions Project (Ongoing)** – Part of the ALX Backend Engineering track

  - Focused on Linux file permissions, shell scripting, command-line operations, and user/group management.

  - Demonstrates proficiency in system-level troubleshooting and automation via Bash scripting.

  - GitHub Repo: github.com/Kelvyn2012/alx-system_engineering-devops

  - Project Link: Shell Permissions on ALX

- **Todolist App** – Node.js-based task app with custom backend logic and data persistence

- **Tindog** – Responsive, JavaScript-powered Tinder-style landing site

- **DrumKit** – Interactive JavaScript audio app using DOM and event listeners

- **Stopwatch App** – Stylish and responsive CSS/JavaScript stopwatch
  🔗 GitHub Profile: github.com/Kelvyn2012

EDUCATION & CERTIFICATIONS

- B.Sc. Social Work – University of Benin, Nigeria

- Google IT Support Certification – Technical Support Fundamentals

- ALX Virtual Assistant Certification

- CRM Tools Training – Globacom

ADDITIONAL INFORMATION

- **Customer Platforms Used:** Zendesk, Salesforce, Intercom (familiar), Front (learning)

- **APIs & Debug Tools:** Postman, Git, Console Logs, JSON Inspectors

- **Languages:** English (Fluent)

- **Availability:** Open to Remote or Hybrid Roles