





Kelvin Udufo

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Professional Summary

Analytical and empathetic Customer Experience Specialist with 5+ years of experience delivering fast, accurate, and compassionate support across chat, voice, and email. Proven track record in leveraging CRMs like Zendesk and Salesforce to identify root causes, resolve operational challenges, and contribute to continuous improvement. Adept at working cross-functionally in fast-paced, remote environments and upholding high standards of integrity, empathy, and professionalism in every customer interaction.

Core Skills & Competencies

- Multi-Channel Customer Support (Voice, Chat, Email)
- CRM Systems: Zendesk, Salesforce, HubSpot
- Google Workspace (Docs, Sheets, Gmail, Calendar)
- Root Cause Analysis & Operational Problem Solving
- Worker Reliability & Shift Support Operations
- Cross-Functional Collaboration in Remote Teams
- Escalation Management & Resolution Tracking
- Customer Onboarding & Education
- Marketplace Operations Support
- Professional Written & Verbal English Communication
- Detail-Oriented Decision-Making & Documentation

- 24/7 Support Environment Readiness
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Professional Experience

Customer Support Specialist | Teleperformance (Remote, Nigeria)

Jan 2023 – Present

- Delivering high-quality support via chat, voice, and email to over **500+ monthly users**, ensuring swift and empathetic resolution of product and service issues.
 - Utilizing **Zendesk and Salesforce** to manage, document, and escalate customer cases with 98% accuracy and SLA compliance.
 - Conducting root cause analysis for recurring worker issues, leading to a **15% reduction** in repeated inquiries by proposing support documentation enhancements.
 - Collaborating cross-functionally with operations and tech teams to streamline shift assignment workflows for field workers.
 - Guiding new platform users through onboarding steps, ensuring confident platform usage and long-term engagement.
 - Recognized for sound judgment and empathy in resolving sensitive cases during off-peak hours and weekends.
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Customer Support Specialist | Globacom (Lagos, Nigeria)

Jan 2019 – Dec 2022

- Provided omnichannel support to customers navigating telecom services, resolving **90% of requests at first contact**.
- Maintained and updated CRM data using Salesforce and internal ticketing tools, improving resolution tracking efficiency.

- Analyzed customer trends and feedback to advise operations on service delivery improvements.
 - Proactively identified communication gaps and coached peers on tone, language, and escalation pathways to improve overall CX performance.
 - Supported weekend and overnight coverage, contributing to consistent team uptime and customer access.
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Marketing Executive | Yashoda Hospital (India)

Oct 2015 – Nov 2016

- Assisted patients and their families through the decision-making process, balancing clarity and compassion in high-stakes situations.
 - Coordinated across departments to ensure continuity of service and support, improving service satisfaction and access for international patients.
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Education

Bachelor of Science in Social Work

University of Benin, Nigeria | 2015

Certifications & Training

- ALX Virtual Assistant Certification
- Google IT Support Certification – Technical Support Fundamentals
- CRM Systems Certification (Salesforce, Zendesk, HubSpot)
- Customer Experience & Relationship Management Training
- Project Management Tools & Techniques Workshop

Technical Tools

Zendesk, Salesforce, HubSpot, Live Chat, Google Workspace (Docs, Sheets, Gmail), Asana, Trello, Microsoft Office Suite, ClickUp, VoIP Tools