

# Akeem Ganiyu

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Customer Support Executive  
(Remote)



# INTRODUCTION



Hello, I'm Akeem, a Customer Support Professional with hands-on experience in service coordination. I specialize in managing customer inquiries across multiple channels, email, live chat, and social media, while ensuring timely resolution and high satisfaction.

I'm passionate about using CRM tools like Salesforce and Zendesk to streamline support processes and deliver consistent, measurable results.

# BACKGROUND

My background is rooted in customer support, client communication, and service operations across digital and structured work environments. I have worked in roles that required active listening, problem-solving, and efficient issue resolution while maintaining a high level of professionalism and empathy.

With experience supporting customers through multiple communication channels, I developed strong skills in handling inquiries, resolving complaints, managing service requests, and ensuring customer satisfaction. My work required accuracy, responsiveness, and the ability to remain calm under pressure while meeting performance metrics.

# ABOUT ME

I bring a structured, analytical approach to problem-solving and a calm, empathetic attitude when assisting customers. I am proficient in CRM systems like Salesforce and Zendesk, skilled in ticket management, SLA compliance, and omnichannel communication.

My focus is on delivering consistent, measurable results while enhancing customer experience.



# SKILLS & EXPERTISE

## Skills

### A. Customer Service

- Manage multiple enquiries and multitasking
- Maintain CRM & Database records
- Track & Schedule clients service requests
- Issue Escalation & Follow-up Process

### B. Technical & Proficiency

- Slack, zoom & Microsoft team
- Canva & AI Automation (Basic Design)
- Quillbot & Grammarly (Writing assistance)
- Basic troubleshooting & remote support
- Basic data analytics & Reporting

### C. Project & Task Coordination

- Workflow Management & Organisational Process
- Team Collaboration and Service Coordination
- Deadline Management & Milestone Monitoring
- Task Planning & Execution Tracking
- CRM Task assignment & Tracking
- Performance Tracking & KPI Measurement

### D. Soft Skills

- Excellent Time Management
- Strong attention to details
- Problem-solving & Initiative-taking
- Confidentiality & Discretion
- Adaptability & Multi tasking
- Clear Written & Verbal Communication

## Skills & Expertise

### A. Customer Service

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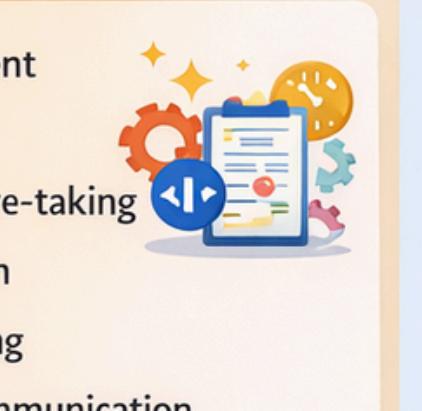


### C. Project & Task Coordination

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# PROJECTS

**Z Zendesk Ticket Simulation Project**  
Simulate Customer Support Processes & SLA Management

This screenshot displays the Zendesk Ticket Simulation Project interface. It includes sections for Setup Zendesk, Create Sample Tickets, Define SLA Policies, Ticket Workflow, Create Macros, Build Knowledge Base, Generate Reports, and Showcase Results. Each section contains specific tasks or metrics, such as starting a free trial for Zendesk or defining SLA policies with Urgent, Medium, and Low levels.

**CRM Customer Support Optimization Project**  
Customer Case Management • SLA Tracking • CRM Automation

This screenshot shows the CRM Customer Support Optimization Project. It highlights the integration between Salesforce Case Management and Zendesk Ticket Management. Key metrics shown include 35 Cases, 30 Tickets, 92% SLA Compliance, 78% FCR, and Reduced Response Time. The interface also lists Case Management, SLA Tracking, CRM Automation, and KPI Reporting.

**SaaS Startup Customer Support Lab**  
Simulated Customer Support Environment Using Salesforce CRM

This screenshot presents the SaaS Startup Customer Support Lab, specifically for CloudTrack Pro. It details the setup of a fictional SaaS company with over 5,000 users. The interface tracks progress through five steps: Environment Setup, Simulate 50+ Cases, Automation Workflows, Crisis Simulation, and KPI Dashboard. Key performance indicators include 91% SLA Compliance, 76% FCR Rate, and a 32% faster response time.

PROJECT 1

PROJECT 2

PROJECT 3

## Project Overview

Simulated a multi-channel support environment using CRM tools to manage customer interactions via Email, Live Chat, and Social Media.



### Email Support

- ✓ 20+ Tickets Resolved
- ✓ SLA: 2-4 Hr Response
- ✓ Escalated Billing Issues



### Live Chat

- ✓ 15+ Chats Handled
- ✓ Real-Time Problem Solving
- ✓ Multi-Chat Management



### Social Media Response

- ✓ Public & DM Replies
- ✓ Issue Escalation
- ✓ Brand Voice Consistency

#### Key Results:

Tickets Closed:

**100%**

Avg. Response Time:

**5 Min**

SLA Compliance:

**100%**

Customer Satisfaction:

**95%**

Ready for Remote Customer Support Roles



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# PROJECT 4

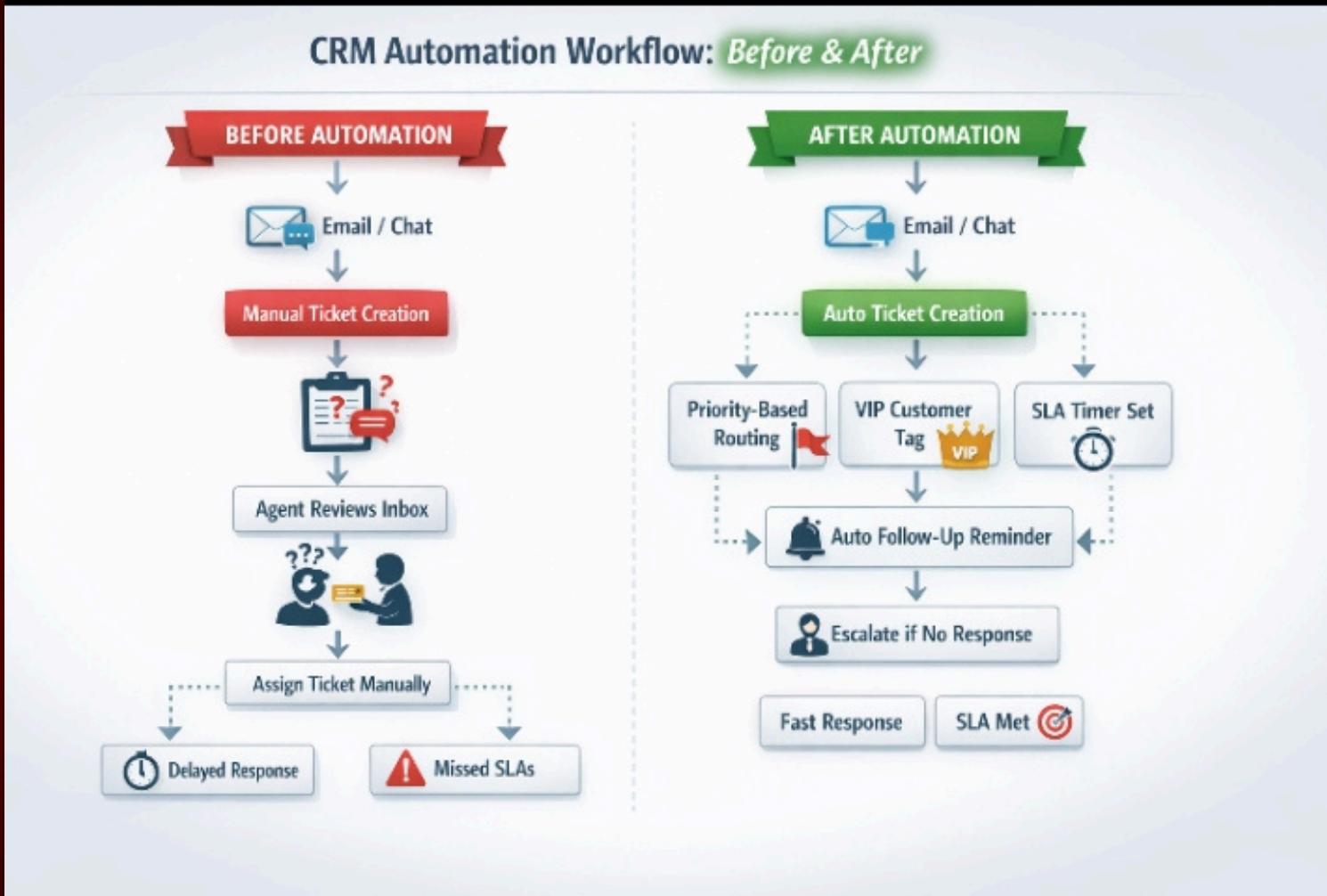
The project demonstrated resolution of 20+ email tickets with 2/4 hour SLA Compliance and billing issues escalated effectively

# PROJECT 5

CRM automation removes repetitive manual tasks, ensures that urgent cases get attention quickly, and improves customer satisfaction by making support faster and more reliable.

Salesforce CRM streamlines customer support by automating case handling, enforcing SLA rules, and improving resolution speed and quality. In this project:

- 35 customer cases were managed.
- Achieved 92% SLA compliance (issues resolved within agreed timelines).
- Reached 78% first contact resolution (solved on first interaction).
- Delivered a 35% faster response time compared to the baseline.



# PROJECT 6

**Simulated Customer Platform Outage Response 503**

Role: Senior Customer Support Specialist  
Scenario: Complete Login System Failure

**Key Actions:**

1. Confirm Issue
2. Escalate Promptly
3. Communicate Clearly
4. Manage Expectations

- ✓ Verified outage with IT team
- ✓ Altered IT & Operations within 5 minutes
- ✓ Informed 127 clients with status updates
- ✓ Provided timeline & assurance

**Outcomes:**

- ✓ Maintained Client Trust
- ✓ Mitigated Escalation Risk
- ✓ Coordinated Incident Response

**CSR Incident Dashboard:**

- OUTAGE DURATION: 1hr 15min
- CUSTOMERS IMPACTED: 127
- COMPLAINTS REDUCED: ↓ 40%
- SATISFACTION RATE: ★★92%★★

**Executive Impact:** Rapidly escalated and communicated during critical outage, maintaining 92% client satisfaction through effective crisis management.

**Customer Support Operations Hub**

A Simulated Customer Support Operations Hub designed to demonstrate ticket management, SLA tracking, CSAT updates, and customer satisfaction monitoring, and reiterate architecture.

**Ticket Management Dashboard**

Ticket ID							
Ticket ID	Customer Name	Issue Type	Priority	SLA Breach	SLA Breach	Status Created	Days Since Last
TCK-400	John Doe	Billing Issue	High	Yes	No	May 18	5 min
TCK-207	Sarah Smith	Billing Issue	Medium	No	Yes	May 20	9 min
TCK-302	Sarah Del	Veneto	Low	Yes	Yes	May 23	17 min
TCK-905	John Doe	Vendor	Severe	Yes	Yes	May 23	24 min
TCK-504	Sarah Del	Vendor	Low	Yes	Yes	May 23	22 min
TCK-407	Mary Town	Vendor	Critical	Yes	Yes	May 12	11 hrs

**CSR Performance Dashboard**

Tickets Handled Today: 45	Avg First Response: 12 min
Avg First Response: 12 min	Avg Resolution Time: 3.2 hrs
CSAT Score: 4.7 / 5	Escalations Rate: 5%

**Today's Tickets:**

- Open: 12
- Pending: 12
- Escalated: 2

**CSA SOP-& Guidelines**

- Handling Guidelines
- Handling Angry Customers
- Escalation Workflow
- Sis A Guidelines

**Customer Help Center**

- Respond to USIn Code
- Billing Issue Resolution
- Refund Policy
- Account Verification Steps

**Customer Help-Center**

- To Do List
- Respond to Overnight Emails
- Update CRM Records
- Follow Up on Pending Tickets
- Attend Team Meeting

**Tools Used**

Notion Workspace Architecture

# PERFORMANCE ANALYTIC



# HOW I SUPPORT BUSINESS

## CUSTOMER OPERATIONS

- Order Tracking & Processing
- Email & Inbox Management
- Inbound & Outbound Process
- Product & Service Guidance
- Payment & Billing Support

## REVENUE & GROWTH

- Upselling & Retention
- Sales & Lead Generation

## TECHNICAL & CRM EXPERTISE

- Tier1 Technical Support
- CRM Workflow Automation
- Ticket Routing & SLA Monitoring
- CRM & Record Management

If your organisation requires reliable and customer-focused support, tailored to your operational goals ,reach out today to create a support system that works seamlessly for your business.



# INTEREST

Football



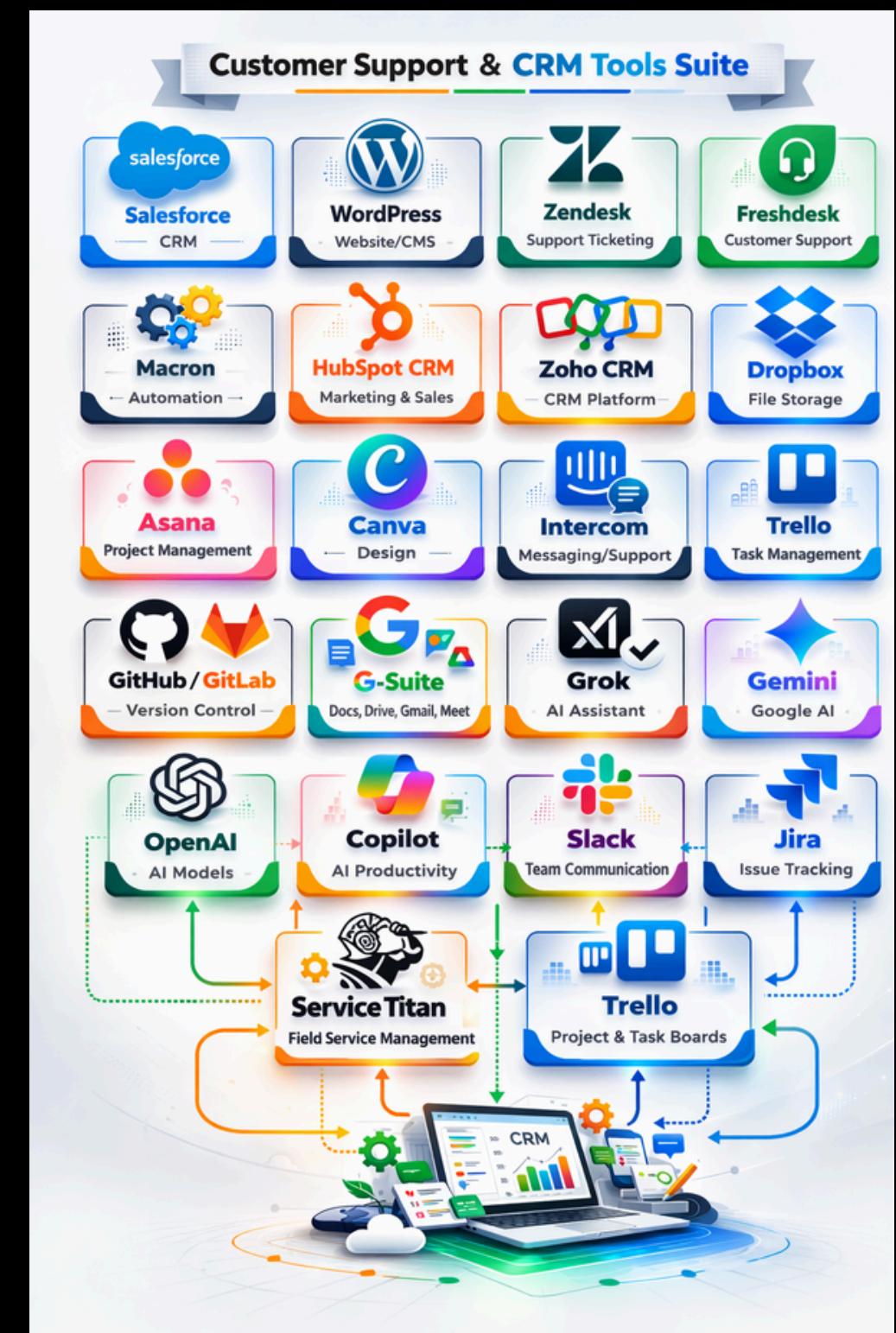
Travel



Adventure

Reading

# THE TOOLS I USE



# MY WORK SPACE

## HOME OFFICE SETUP FOR REMOTE WORK

### High-Speed Internet

- ✓ Fast & Stable Connection
- ✓ Backup Data Support



### Noise-Canceling Headset

Clear Communication on Calls



### Reliable Laptop

### CRM & Collaboration Tools



CRM, Email, Slack & Zoom

### Power Backup Solutions



Uninterruptible Power Supply

### Well-Organized Workspace

Quiet & Professional Environment



## READY TO ELEVATE YOUR BRAND?

Let's work together to improve your customer satisfaction and repeat purchases.

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