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# DEBORAH AYOMIDE SMITH

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## PROFESSIONAL SUMMARY

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I'm a result-oriented Customer Service Representative who brings top-notch skills in oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented skills, understanding customer desires, and providing customized solutions to build loyalty. I began learning in the software development track with the aim to create functional and user-friendly web applications. I was granted a scholarship in the Women Techsters Fellowship Program by Tech4dev to advance my studies, also took part in a Full Stack Development course with Innkeeper which was 70% funded by Lagos Innovates and LSTETF. I am Seeking a challenging position where I can leverage my diverse skill set to deliver exceptional customer experiences and contribute to the development of innovative web solutions.

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## SKILLS

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- Programming Languages (HTML, CSS, JavaScript)
- Web Development Frameworks (React, NodeJs)
- Troubleshooting and Diagnosing
- Service Schedule Coordination
- Calm and Professional Under Pressure
- Data Entry and Maintenance
- Customer Data Confidentiality
- Customer relationship management
- Proficient in using of Office 365 (Word, Excel and PowerPoint, outlook, one drive)
- Team player
- Database Management (Mongo DB)
- Version Control (GitHub)

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## WORK HISTORY

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**Web Development, 02/2023-06/2023**

**Innkeeper Academy- Lagos**

- Conducted thorough testing and debugging to ensure high-quality code and optimal performance.
- Developed responsive and user-friendly web applications using HTML, CSS, and JavaScript.
- Collaborated with cross-functional teams to gather requirements and implement innovative features
- Utilized version control systems like Git and GitHub to manage codebase efficiently.
- Collaborated with a team to come up with a user-friendly website for easy means of Transportation in a Hackathon Project

- Developed an eco-friendly website that helps to improve nature and green lands during my Women Techstars bootcamp program with my Team members

### **Technical Support Specialist, 09/2021 – 02/2023**

#### **Tek Expert – Lagos**

- Maintained customer satisfaction rating above 95% by taking detailed documentation of each call, using it with customers after resolving their issues.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Successfully resolved complaints in a timely manner to prevent further escalation, resulting in a decrease in the number of escalated complaints by 10%.
- Responded to average of 300 support tickets per month via calls, chat, and email with a satisfaction rating of 95%.

### **Customer Success Representative, 01/2020 - 11/2020**

#### **Multichoice, DSTV – Lagos**

- Successfully responded to customer questions and concerns via Live Chat, leading to a 5% increase in customer satisfaction.
- Answered an average of 40 Live Chats per day, resulting in a decrease of support tickets by 15%.
- Responded to an average of 60 customer requests per day via phone and email, resulting in a 85% satisfaction rating.
- Exceeded customer satisfaction goals by 10% by collecting feedback and making process changes.
- Answered an average of 30 calls per day with a 97% customer satisfaction rating.
- Offered advice and assistance to customers, paying attention to special needs or wants.

### **Call Center Representative, 07/2019 - 01/2020**

#### **Multichoice, DSTV – Lagos**

- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Documented and detailed calls and complaints using the call center's CRM database.
- Resolved concerns with products or services to help with retention and drive sales.
- Maintained customer satisfaction rating above 95% by taking detailed notes of each call using the CRM database and following up with customers after resolving their issues.
- Successfully resolved complaints in a timely manner to prevent further escalation, resulting in a decrease in the number of escalated complaints by 10%.
- Received an average of 80 calls per day and consistently achieved the company's service level agreement of answering 80% of all calls within 20 seconds.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.

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## EDUCATION

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**Bachelor of Science:** Political Science, **University of Lagos** - Akoka, Lagos – [08/2018]

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## CERTIFICATIONS

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- Certified Technical support for Microsoft, Tek-Experts – [2021]
- Jobberman accelerated soft skills – [2020]
- Web Development (Frontend Track) – [2023]  
Women Techsters Bootcamp (HTML, CSS, JavaScript) – [2023]
- Full stack Web Development (Innkeeper Academy) – [2023]