



## Joseph Musaka

✉ Email: ycreative817@gmail.com

☎ Phone Number: +13043199373

📍 Location: West Virginia WV

## About Me

I am looking to obtain a position in a vibrant and growing organization that uses my experience as Customer Support Specialist and skills in communication and problem-solving. My objective is to utilize my experience to advance the goals of the organization and to continue developing my skills.

## Summary

- 4 years of experience as Social Worker
- 2 years of experience as Customer Support Specialist
- 2 years of experience as Data Manager
- Advanced skills in Content Writing, Programming
- Available to work immediately
- Current salary \$2,000

## Job History

### Data Architect

📅 1 year of experience

Responsibilities:

- Designed and maintained data architecture to ensure data quality and integrity.
- Collaborated with cross-functional teams to identify data needs and create data models.
- Developed and implemented data governance policies and procedures to ensure compliance.

Achievements:

- Streamlined data architecture to improve data access and analysis, decreasing analysis time by 30%.
- Led a project to migrate legacy data to a cloud-based platform, resulting in improved data security and accessibility.

### Data Manager

📅 2 years of experience

Responsibilities:

- Compiled, validated, and maintained high-quality data sets for company use
- Organized and categorized data in accordance with project goals and parameters
- Analyzed data sets for trends, anomalies and accuracy and reported findings to management

Achievements:

- Successfully automated data collection process, resulting in a 30% reduction in time spent
- Developed and implemented strategies to improve data quality and streamline data management processes, resulting in a 25% reduction in errors

## Social Worker

📅 4 years of experience

### Responsibilities:

- Worked with individuals or groups to address issues such as poverty, joblessness, mental illness, homelessness, abuse, and substance abuse
- Conducted assessments of clients' needs and resources and linked them to appropriate services and supports
- Created and implemented care plans that were tailored to the unique needs of each client
- Advocated for clients' rights and entitlements and coordinated with other agencies to ensure their needs were met

### Achievements:

- Developed and implemented a successful group therapy program for individuals struggling with addiction
- Facilitated the development of a community-based support group for individuals with mental illness, resulting in improved socialization and reduced symptoms
- Collaborated with local high schools to start a mentorship program for at-risk youth, which resulted in improved academic performance and lower rates of involvement with the criminal justice system.

## Customer Support Specialist

📅 2 years of experience

### Responsibilities:

- Assist customers with product inquiries, troubleshooting, and complaints via phone, email, and chat
- Create and update customer profiles and service records
- Escalate complex issues to higher-level support or management as needed
- Adhere to company policies and procedures for customer interactions and data confidentiality

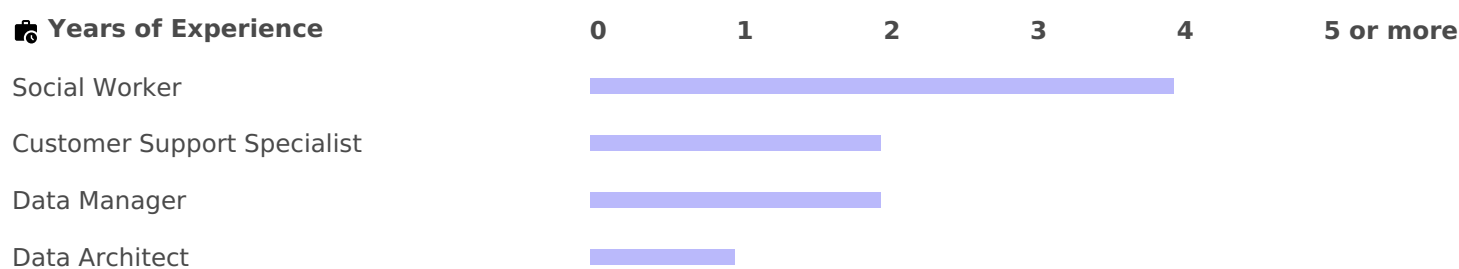
### Achievements:

- Achieved 97% customer satisfaction rating through prompt and effective resolution of issues
- Collaborated with product and development teams to identify and resolve common customer issues, resulting in a 25% decrease in reported cases of product defects

## Education / Certificate

Latest Education: **Bachelor's Degree**

## Experience Summary



## Skills

Content Writing : Advanced

Programming : Advanced

Service Support : Intermediate

Customer Service : Intermediate

Account Management : Intermediate