

FRANKLIN OGUGUA

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PROFILE

Enthusiastic and reliable with the ability to build rapport and trust with people quickly. Dedicated to providing excellent customer service with a smile. Organized, detail oriented, and experienced in properly handling customer inquiries and transactions. Dedicated to increasing sales by providing the ultimate customer experience. Several years of experience in various retail settings with a proven track record of job success.

EMPLOYMENT HISTORY

Technical Support Advisor, Apple..... Oct 2021 – Present
Remote, Canada

- Interacted with hundreds of customers daily, using techniques like active listening and critical thinking to bring resolutions to a wide array of customer service inquiries.
- Actively resolved complaints and concerns within the customer queue. Investigating billing and fraudulent activity concerns.
- Processed account requests.
- Provided guidance with product features and properly diagnosing hardware and software issues. Screen sharing using apple's internal tool to resolve technical issues as needed.
- Coordinated appointments with customers for further troubleshooting and maintenance.
- Researched articles in and work instructions in apple's troubleshooting catalogue to efficiently resolve customer's inquiries.
- Properly documented notes and effectively summarized conversation details in apple's internal CRM tool.
- Openly accepted feedback, coaching, and training from team leaders and mentors to further develop skills.
- Organized and tracked customer inquiries and feedback to improve customer service processes and procedures.
- Utilized customer feedback to identify areas of improvement and suggest potential solutions.

Customer Service Representative, IntouchCX..... May 2020 – Oct 2021
Manitoba, Canada

- Assisted all customers through inbound calls, emails, and/or chats using tools like Zendesk and other internal ticketing and CRM software.
- Learned and retained a thorough working knowledge of all existing and new products and services for a series of global clients over course of my employment.
- Provided a meaningful and positive experience with every customer interaction.
- Processed product complaints through ques and other communication channels.
- Accurately updated databases with pertinent details and product information.
- Escalated issues based on severity to appropriate seniority levels as needed.
- Ensured confidentiality of caller and proprietary information (Personally Identifiable Information (PII)) by following procedures set forth for handling complaints.
- Maintained a positive experience while investigating complaints in a timely and courteous manner.

EDUCATION

Diploma in Information Technology..... Sep 2019 – Aug 2021
National Institute of Information Technology

High School Diploma..... Sep 2013 – Jul 2019
St. Francis High School

SKILLS

Customer Service.....	Computer Skills.....
Ability to Work in a team	Ability to Work Under Pressure.....
Customer Service.....	Interpersonal Skills.....