

OKOYE GENEVIEVE CHUKWUDALU

CUSTOMER SUPPORT SPECIALIST

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PROFILE

Results-driven Customer Support Specialist with over three years of experience in high-volume issue resolution, process optimisation, and customer loyalty building for a startup in the interior decoration sector. Expert in utilising CRM tools like Zendesk and Freshdesk to handle inquiries via calls, emails, and live chats, achieving resolution of complex issues within 1 hour and preventing social media escalations through proactive communication. Certified in ClickUp for project management and Customer Service Problem Solving from Udemy and LinkedIn Learning, demonstrating commitment to best practices in troubleshooting and team collaboration. Skilled in fostering cross-functional improvements, mentoring new hires, and analysing customer trends to enhance product offerings, reduce repeat inquiries, and boost retention rates. Eager to apply empathy-driven support, technical proficiency, and analytical skills to elevate customer satisfaction and operational efficiency in dynamic support roles.

AREA OF EXPERTISE

Customer Service: Active listening, empathy, conflict resolution, patience, clear communication, customer satisfaction, de-escalation, problem-solving, CRM management, technical support

Technical Tools: Zendesk, Freshdesk, Asana, Microsoft Office Suite, Miro, Clockify, ClickUp, Intercom, Help Scout

Core Competencies: Self-motivation, results-oriented mindset, task-driven execution, time management, team collaboration, creativity, attention to detail, leadership, adaptability, flexibility, critical thinking, analytical skills

Other: Workflow streamlining, performance metrics tracking, customer feedback analysis, training and mentoring, process documentation, SEO-optimised support content, multilingual support (if applicable), remote collaboration

PROFESSIONAL EXPERIENCE

Customer Support Specialist

Kiara House | February 2022 – Present

- Handling high-volume customer inquiries across calls, emails, and live chats for an interior decoration products and services provider, supporting both individual and enterprise clients with personalised solutions.
- Resolving complex product and service-related issues, managing returns, and addressing complaints efficiently, achieving resolution of most cases within 1 hour and maintaining 95%+ customer satisfaction scores.
- Preventing potential social media escalations by promptly clarifying service misunderstandings and de-escalating tense interactions, preserving brand reputation in a competitive startup environment.
- Contributing to the development and refinement of customer support documentation and internal guides using tools like Miro and ClickUp, reducing repeat inquiries by 25% through clearer self-service resources.
- Maintaining high standards of customer service while actively fostering loyalty and retention, resulting in a 15% increase in repeat business and positive reviews.
- Collaborating with cross-functional teams to streamline workflows, improve product knowledge organisation-wide, and integrate feedback into service innovations.
- Monitoring customer trends and feedback via Zendesk analytics to proactively identify areas for product and service improvements, leading to targeted enhancements that boosted overall efficiency.
- Training and mentoring new support team members on best practices, CRM usage, and conflict resolution, ensuring consistent service delivery and reducing onboarding time by 20%.

- Utilising tools like Zendesk, Freshdesk, and ClickUp to track performance metrics, optimise response times, and enhance resolution efficiency in fast-paced operations.
- Participating in weekly team strategy sessions to propose support improvements, contribute to service innovations, and align with business goals for sustained growth.

EDUCATION

Bachelor of Science – Computer Science

Chukwuemeka Odumegwu Ojukwu University, Anambra, Nigeria

CERTIFICATIONS

ClickUp – **Udemy**

Customer Service: Problem Solving and Troubleshooting – **LinkedIn Learning** | *September 2024*

Customer Service: Problem Solving and Troubleshooting – **Udemy**

Intermediate to Advanced Training (Customer Support, Project Management, Project Planning) – **Udemy** | *October 2024*

KEY ACHIEVEMENTS

- Achieved continuous improvements in customer satisfaction by resolving complex issues within 1 hour, contributing to 95%+ satisfaction ratings and strengthening startup brand loyalty.
- Prevented social media escalations through proactive de-escalation and clear communication, safeguarding reputation and reducing negative feedback incidents by 30%.
- Developed and refined support documentation that reduced repeat inquiries by 25%, streamlining operations and empowering customers with self-service options.
- Mentored new team members, cutting onboarding time by 20% and ensuring high-quality, consistent service delivery across the support team.
- Analysed customer trends using Zendesk metrics to drive product improvements, resulting in enhanced service offerings and a 15% increase in customer retention.
- Collaborated on workflow optimisations with cross-functional teams, boosting overall efficiency and supporting scalable growth in a dynamic startup setting.