



OGOCHUKWU ELLA EDEH

CUSTOMER SERVICE REPRESENTATIVE

Customer Service Representative with two years of experience in a call center setting, including sales, customer care and tech support. Experienced in resolving customer inquiries and issues across multiple channels. Proficient in CRM tools (Salesforce, HubSpot, Zendesk), help desk software (Freshdesk), and live chat platforms (Intercom). Strong problem-solving, communication, and multitasking skills to ensure customer satisfaction. .

CONTACT

ADDRESS :

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EDUCATION

Delta State Polytechnic, Ogwash Uku

HND.. Accounting... 2019

WORK EXPERIENCE

Customer Support Specialist - Bloomella Ventures

August 2023-August 2024

- Provided customer support using Zendesk, resolving queries for e-commerce businesses.
- Managed live chat, email inquiries, and improved customer experience through FAQ development.
- Key Skills: Zendesk, LiveChat, Customer Communication, Problem Solving

IT Support Specialist - DataLife Environmental Services

January 2023- August 2023.

- Delivered Help Desk Support and troubleshooting solutions, reducing response times by 25%.
- Set up remote support using AnyDesk, streamlining remote work operations.

Virtual Assistant - Shynie Dental clinic

October 2022- December 2022

- Managed email, order processing, and scheduling for clients in the health and beauty niche.
- Organized calendars and handled client communications, improving business efficiency.

PERSONAL SKILLS

- Customer Support & Service
- Excellent Communication and Interpersonal Skills
- Problem Solving Skills
- Conflict Resolution
- Active Listening
- Ticketing System Management
- Team Collaboration(Slack,Asana)
- Multitasking and Time Management
- CRM Tools (HubSpot, Zendesk)
- Help Desk Software (Freshdesk)
- Live chat and Message Platform(Intercom)