

EZE MADUABUCHI

GRA Enugu, Enugu State, Nigeria

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PROFESSIONAL SUMMARY

A dynamic and highly motivated Customer Service Support Specialist with over 2 years of experience delivering outstanding customer experiences. I am adept at managing high-volume inquiries, resolving complex issues, and committed to continuous learning and professional development to stay ahead of industry trends. Also I am trained at maintaining strong client relationships across multiple channels and skilled in leveraging CRM tools to streamline operations and enhance customer engagement. I am very passionate about providing seamless, solution-oriented support while fostering customer loyalty in fast-paced environments.

SKILLS

Technical Skills:

- CRM software proficiency (Zendesk, Salesforce, Freshdesk, HubSpot).
- Live chat and email support
- Ticketing systems and issue tracking
- Basic troubleshooting and technical support
- Web development skill set (HTML, CSS, JavaScript, React).
- Social media customer engagement
- Knowledge of help desk software (JIRA, ServiceNow)
- Chatbot management and automation
- Google Workspace and Microsoft Office proficiency

Soft Skills:

- Strong verbal and written communication
 - Active listening and empathy
 - Conflict resolution and de-escalation
 - Collaboration and teamwork
 - Time management and multitasking
 - Problem-solving and critical thinking
 - Adaptability and flexibility
 - Customer-centric mindset
 - Attention to detail and accuracy
 - Patience and Positive attitude.
 - Scheduling and Email management.
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WORK HISTORY

01/2020 to 11/2021 | **Personal Assistance (PA)**

Hersenehighness Apartment Lodgings (Enugu, Nigeria).

- Managed customer communications, including answering inquiries and handling bookings to ensure a seamless guest experience.

- Scheduled and confirmed room reservations, maintaining accurate records and optimizing occupancy rates.
- Assisted in marketing efforts by distributing promotional flyers and engaging potential customers.
- Supervised staff, ensuring smooth daily operations, and maintaining service quality
- Conducted interviews and assisted in hiring new employees, helping to build a reliable and efficient team.

01/2022 to 01/2023 | **Remote | Customer Service Support**
Script Route Limited (Enugu, Nigeria).

- Managed customer interactions with professionalism, ensuring quick resolution of inquiries.
- Assisted in training new support representatives, improving team performance.
- Leveraged CRM tools to maintain up-to-date customer records and optimize workflow.
- Engaged with customers to troubleshoot issues and provide tailored solutions.

02/2023 to 02/2025 | **Remote | Customer Service Support**
OdinsMedical Healthcare (Newcastle upon Tyne).

- Delivering exceptional customer support via phone, email, and live chat, ensuring a seamless experience.
- Diagnosing and resolving customer inquiries with efficiency, enhancing overall satisfaction.
- Utilizing CRM software to track, document, and manage customer interactions accurately.
- Collaborating with cross-functional teams to address and escalate critical customer concerns.
- Proactively identifying opportunities to improve service delivery and customer retention.

EDUCATION

2014 – 2019 **Bachelor of Science in Surveying and Geoinformatics,**
Enugu State University of Science and Technology (ESUT) – Enugu,
Nigeria.

CERTIFICATION/TRAINING

Digital Witch Community

- Virtual Assistant Training.
 - IT Technical Support.
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