

AUTA JOY OWOO

Customer Support Experience Specialist Email: autajoy2003@gmail.com Phone: +234 907 947 6731
Location: Nigeria

PROFESSIONAL SUMMARY

Customer Support Experience Specialist with proven experience handling 85+ customer cases with a 100% resolution rate in a remote SaaS environment. Strong in written and spoken English communication, analytical problem-solving, onboarding support, billing resolution, and technical troubleshooting. Highly organized, dependable, and effective in fast-paced, multi-conversation support settings, with a consistent record of delivering timely, professional, and customer-focused resolutions.

CORE SKILLS

- Customer Support & Client Success
 - Remote Customer Service Operations
 - Client Onboarding & Account Recovery
 - Claims, Refunds & Billing Resolution
 - Analytical Problem-Solving
 - Written & Verbal English Communication
 - Multichannel Support (WhatsApp, SMS, Email, Chatbots)
 - Escalation Handling & Cross-Team Collaboration
 - Time Management & Task Prioritization
 - Data Accuracy & Documentation
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PROFESSIONAL EXPERIENCE

Customer Support Experience Specialist (Remote)

Serlzo – All-in-One Marketing Software October 2025

Handled end-to-end customer support across onboarding, account management, billing, and technical troubleshooting in a remote environment.

Key Achievements

- Managed 85 customer cases with a 100% resolution rate, ensuring all issues were fully resolved without backlog.
- Delivered clear, professional explanations to both technical and non-technical users, improving customer confidence and satisfaction.
- Independently resolved complex issues including WhatsApp bans, Sender ID approvals, chatbot failures, subscription errors, and payment disputes.
- Processed refunds, escalations, and account recoveries accurately while adhering to company policies.

- Maintained timely responses during high-volume periods, including promotional campaigns, without compromising quality.
- Collaborated with internal teams to escalate and resolve system-level issues impacting customers.

Support Responsibilities

- Guided customers through onboarding, feature usage, and compliance requirements.
 - Diagnosed system errors, usage limitations, and integration issues using analytical thinking.
 - Managed multiple conversations simultaneously while maintaining professionalism and empathy.
 - Provided WhatsApp safety guidance, chatbot debugging support, and feature feedback documentation.
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EDUCATION

Federal University of Technology, Minna B.Tech — Cyber Security Science 2022 – Present

Topaz International School, Minna, Niger State High School Certificate – August 2020

- Awarded Best in Mathematics and English (SS1–SS3)
 - Leadership roles: Library Prefect (3 Years), Class Representative (6 Years)
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LEADERSHIP & ORGANISATIONAL EXPERIENCE

Library Prefect (3 Years) | Class Representative (6 Years)

Topaz International School – Minna, Niger State

- Oversaw library operations and classroom coordination, demonstrating long-term reliability and accountability.
 - Supported peers by simplifying instructions and maintaining academic organization.
 - Acted as a liaison between students and staff, strengthening communication and leadership skills.
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WORK STYLE & STRENGTHS

- Strong commitment to timely responses and task completion
- Highly organized and detail-oriented
- Comfortable working independently in remote environments
- Calm, empathetic, and professional under pressure
- Fast learner with strong digital adaptability