

# AUTA JOY OWOO

Customer Support & Client Success Specialist (SaaS)

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## VALUE STATEMENT

I help SaaS companies and digital businesses resolve customer issues quickly and accurately by providing clear communication, technical troubleshooting, and structured support workflows, resulting in 100% case resolution, high customer confidence, and zero backlog during high-volume periods.

## CORE STRENGTHS

Customer Support & Client Success (SaaS)  
Technical & Account Troubleshooting  
Billing, Refunds & Subscription Resolution  
Customer Onboarding & Product Education  
Written & Verbal English Communication  
Multi-Channel Support (Email, WhatsApp, SMS, Chat)  
Case Documentation & Escalation Handling  
Remote Work Discipline & Time Management

## PROFESSIONAL EXPERIENCE

### Customer Support Experience Specialist (Remote) – Serlzo (October 2025)

#### Results:

- Resolved 85+ customer cases with a 100% resolution rate.
- Maintained fast response times during high-volume promotional periods.
- Improved customer confidence through clear technical explanations.

#### Responsibilities:

- Managed onboarding, billing, account recovery, and troubleshooting.
- Resolved WhatsApp bans, Sender ID approvals, chatbot failures, and payment disputes.
- Processed refunds and escalations while adhering to company policies.
- Collaborated with internal teams on system-level issues.

## EDUCATION

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

Topaz International School, Minna – High School Certificate (2020)  
Best in Mathematics & English | Library Prefect | Class Representative

## **WORK STYLE**

Highly organized and dependable in remote environments.

Calm, empathetic, and professional under pressure.

Strong ownership of tasks from intake to resolution.

Fast learner with strong digital adaptability.