Samwel Anyolo

samuelanyolok@gmail.com | (360) 648-9899

SUMMARY

Seasoned professional with 8 years experience in customer support roles, adept in team leadership, training, and client relationship management. Seeking relevant positions, leveraging my track record of enhancing customer satisfaction and retention through effective communication and process optimization. Proficient in CRM tools, with a keen focus on performance metrics and service delivery excellence.

WORK EXPERIENCE

Lawton Lighthouse   Remote
Customer Support Team Lead.   May 2023 - Present

- Enhanced customer comprehension by 15% through multi-channel communication strategies (phone, email, chat).
- Resolved customer inquiries and complaints, contributing to positive sales outcomes.
- Analyzed customer feedback, optimizing record management processes, improving customer retention by 12%.
- Identified and recommended process enhancements, increasing service efficiency.
- Contributed to a 10% increase in customer retention by implementing effective support strategies

Majorel   Remote
Customer Service Representative   Oct 2022 - Oct 2023

- Handled 80+ daily customer inquiries, resolving issues with detailed product knowledge.
- Boosted customer satisfaction by 20% through personalized support and efficient issue resolution.
- Partnered with remote teams to optimize service protocols, increasing team performance.
- Improved response time by ensuring prompt issue resolution.

Metro By T-MOBILE   Remote
Customer Service Representative   May 2022 - Oct 2022

- Elevated customer understanding and satisfaction by delivering comprehensive support across various communication platforms.
- Resolved customer inquiries and complaints, contributing to positive sales results.
- Analyzed customer feedback to refine processes, enhancing record management and bolstering retention rates.

Bubbly Management Group   Remote
Customer Service Associate   Jan 2020 - May 2022

- Effectively addressed and resolved multifaceted customer queries, preserving high satisfaction rates through proficient communication and strategic issue prioritization.
- Enhanced operational efficiency by creating comprehensive documentation and facilitating team training programs.
- Fostered and upheld strong connections with a portfolio of clients, contributing to their smooth product integration, consistent utilization, and ongoing engagement.
- Managed the client onboarding protocol with attention to detail, ensuring all necessary documentation was accurately gathered and communicated.

Kava   Hybrid
Agency Services and Facilities Executive   Aug 2017 - May 2019

- Analyzed call patterns and refined customer service protocols, improving operational efficiency.
- Oversaw customer complaint resolution, leading to policy updates that aligned with client needs.
- Managed supply inventory across multiple sites, ensuring resource availability for optimized service delivery.

Teller & Shop Manager   Aug 2015 - Aug 2017

- Oversaw teller operations, ensuring precise reconciliation of cash transactions and compliance with financial regulations and customer identification requirements.
- Facilitated secure cash transfers, maintaining vigilant oversight of fund handling and adherence to company policies.
- Performed regular cash audits to verify the alignment of physical cash with system records, upholding financial integrity and operational efficiency.

EDUCATION

Bachelor of Arts, International Relations   Dec 2019

SKILLS

Google Workspace Proficiency • Complaint Handling & De-Escalation • Collaboration • Empathy • Adaptability With Virtual Tools and CRM Systems • Remote Customer Outreach • Virtual Training/Onboarding • GDPR Compliance • Strong Written and Verbal Skills • Conflict Resolution • Communication • Problem-Solving • Active Listening • Time Management • Product Knowledge • Data Entry • Asynchronous/Synchronous Team Player • Multitasking • Team Management • Technical Proficiency • Call Center Operations • Slack • Upselling/cross-selling • Interpersonal Skills