



eze joseph

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Profile

Customer Support Specialist with over 3 years of experience in enhancing customer satisfaction and team efficiency. Successfully developed a new ticketing system that reduced average response time from 24 hours to just 6 hours, significantly boosting customer satisfaction ratings. Additionally, trained new support team members, leading to a 30% increase in team efficiency within the first quarter. Expertise in managing inquiries, analyzing feedback, and implementing solutions, bringing value through improved service and loyal customer relationships.

Work Experience

📅 03/2023 – 04/2024 📍 REMOTE, REMOTE

Customer support Fortunes funding

- Handled customer inquiries and concerns through various channels, ensuring a seamless experience while managing a high volume of requests daily.
- Analyzed customer feedback and identified recurring issues, leading to the implementation of proactive solutions that decreased repeat inquiries and ultimately improving overall customer loyalty.

📅 04/2024 📍 REMOTE

Customer service representative ZIBBAR

- Assisted customers with inquiries and complaints. This effort helped build stronger relationships and encouraged repeat business.
- Implemented a feedback system for customers, which gathered valuable insights that improved our service offerings.
- Resolved complex customer issues by collaborating with different departments.

📅 02/2025 📍 CALABAR

Community manager E-net Solution Center

- Developed and implemented community engagement strategies, which helped create a more vibrant and active community atmosphere.
- Monitored online discussions and feedback,

Work Experience

addressing concerns promptly and effectively.

Strengths

Effective Communication Problem-Solving

Leadership Teamwork Adaptability

Skills

Ticketing System Development	Professional
Customer Relationship Management (CRM) Tools	Professional
Data Analysis	Professional
Proactive Problem Solving	Professional
Support Process Optimization	Professional

Hobbies



Exploring
distant lands



Getting lost in a
good book



Capturing
moments



Feeling the
music



Every kind of
sport