

ADEBANJO SUNMISOLA RACHEL

Customer Support Specialist | Remote & Contact-Center Customer Experience

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PROFESSIONAL SUMMARY

Customer Support Specialist with 5+ years of experience resolving customer and patient inquiries across phone, email, and chat in fast-paced contact-center and healthcare-adjacent environments. Handles 200-250 interactions daily while sustaining 90%+ quality, productivity, and customer-satisfaction metrics. Skilled across leading CRM and support platforms (Epic, Salesforce, Zendesk, Genesys Cloud). Known for clear communication, fast problem-solving, and building customer trust. Seeking to bring proven service and retention skills to a global remote support team.

CORE COMPETENCIES

Customer Support & Experience:

Inbound & Outbound Calls • Email & Chat Support • Complaint Resolution • Escalation Management • Customer Retention

Platforms & Tools:

Epic • Genesys Cloud • Salesforce • Zendesk • Slack • Ticket Management

Healthcare & Admin:

Patient Registration • Insurance Verification • Appointment Scheduling • Microsoft Word • Microsoft Excel

PROFESSIONAL EXPERIENCE

Customer Service Representative II

June 2024 – Present

Placement via Aspen Heights | Remote

- Handle 200-250 customer and patient interactions daily across phone, email, and chat channels for a healthcare client, maintaining response-time and service-level targets.
- Sustain 90%+ performance across quality assurance, productivity, and customer-satisfaction metrics, consistently ranking among top performers on the account.
- Resolve inquiries spanning appointment scheduling, insurance verification, patient registration, billing, and account support, reducing repeat contacts through first-call resolution.
- Log and track every interaction in Epic and Genesys Cloud, and coordinate real-time with cross-functional teams via Slack, ensuring accurate records for compliance and continuity of care.
- Partner with cross-functional teams (billing, scheduling, clinical support) to close out complex cases quickly and keep the customer experience seamless.

Front Desk Personnel & Customer Support

Aug 2022 – Jun 2024

Cromwell Courtyard Hotel

- Served as the primary point of contact for guests, managing reservations, inquiries, complaints, and service requests with a focus on high-touch hospitality.
- Resolved guest concerns on the spot and coordinated with housekeeping, maintenance, and management to keep service disruptions to a minimum.
- Maintained guest records, correspondence, and reservation logs using Microsoft Word and Excel.

Customer Support & Sales Representative

Oct 2019 – Aug 2022

Kirby Avalir Nig. Ltd.

- Generated new business through outbound outreach, referrals, and in-person customer engagement, building a consistent lead pipeline.
- Delivered product demonstrations tailored to customer needs and maintained long-term relationships that drove repeat business.
- Supported customers through the full sales cycle and post-sale follow-up, tracking leads and accounts in Salesforce and Zendesk, laying the groundwork for a transition into dedicated customer support.

EDUCATION

Bachelor of Agriculture

Olabisi Onabanjo University, Ogun State, Nigeria — 2021 | Languages: English (Fluent), Yoruba (Fluent)