

ANN OSAKWE

Customer Service Representative

+234 906 385 8414 | osakweann@gmail.com | LinkedIn

PROFESSIONAL SUMMARY

Customer service professional with over 3 years of experience across call center, live chat, and email support, including consultative sales and fintech transaction support. Skilled at resolving complaints, tracking KPIs, and maintaining accurate records while building client trust and retention. Trained on Zendesk, Gorgias, and Shopify support tools.

CORE SKILLS

Call Center Operations • Complaint Resolution • Email & Live Chat Support • KPI Tracking • Customer Retention • Data Management • Multitasking & Adaptability • Zendesk • Gorgias • Shopify • Google Workspace • Microsoft Office • Slack • Zoom • Canva

PLATFORM TRAINING

- Zendesk – customer support ticketing and helpdesk workflows (training provided by TalentPop)
- Gorgias – e-commerce customer support and live chat platform (training provided by TalentPop)
- Shopify – order management and e-commerce support processes (training provided by TalentPop)

PROFESSIONAL EXPERIENCE

Customer Service Representative

Oct 2024 – Jun 2026

The Tonic Technologies

- Resolved customer inquiries on gift card transactions, bill payments, and gadget purchases across calls, chat, and messaging.
- Tracked delayed transactions and verified payment statuses, escalating complex cases to the appropriate teams.
- Guided customers through platform processes, payment procedures, and service timelines to reduce repeat inquiries.
- Investigated and resolved complaints on failed transactions and payment discrepancies, improving customer trust.

Customer Service Representative

Jan 2024 – May 2024

Insight Proxim Consulting

- Supported clients through the consultation process, addressing concerns and providing timely updates.
- Advised prospective clients on suitable business opportunities based on their interests and goals.
- Followed up with leads and existing clients, helping convert enquiries into business opportunities.

Customer Service Representative

Aug 2020 – Nov 2020

Max Lock Consultancy

- Handled customer and stakeholder inquiries on project updates, transportation services, and operations via phone, email, and in person.
- Resolved complaints and service-related issues, escalating complex matters when necessary.
- Maintained accurate customer records and documentation while ensuring confidentiality of sensitive information.
- Collaborated with project and administrative teams to improve service delivery and overall satisfaction.

EDUCATION

B.Sc. Forestry and Wildlife Management

Federal University of Agriculture, Abeokuta

CERTIFICATIONS

- Advanced Customer Support Skills – Coursera (2024)
- Customer Service Fundamentals – Coursera (2024)