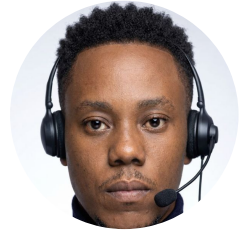


DANIEL MORGAN K

Customers Support Expert

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📍 #2 Cement Bus Stop, Ikeja, Lagos State, Nigeria



EXPERIENCE

Phone Operator - Appointment Setter/Program Coordinator

Priority Groups

📅 11/2025 📍 Remote

A collective of New York and New Jersey-based businesses specializing in exceptional services across various Health care sectors

- Responding to incoming calls and addressing customer inquiries
- Initiate outbound calls and document them on CRM
- Resolving issues or escalating them to relevant teams
- Documenting call details and updating records
- Managing multiple calls, prioritizing urgent issues
- Providing product/service information and support
- Managing phone systems, switches, or voicemail
- Screening calls and handling routine inquiries
- Schedule and conduct interviews for new staff, including HHAs, nurses, and other care providers. Its and handling routine inquiries
- Coordinate and manage program-related administrative tasks to ensure smooth operations.
- Conduct cold calls to potential clients and referral sources to generate new business.
- Serve as a key point of contact for client inquiries, ensuring prompt and professional service.
- Prepare and distribute meeting agendas, take meeting notes, and ensure follow-up on action items.
- Create presentations and reports for internal and external meetings.
- Collaborate with HR to assist with onboarding, training, and scheduling.
- Maintain accurate and organized client and employee records. • Support management with special projects and initiatives as needed.

Client Service Delivery Executive

Internet Solution Nigeria (ISP)

📅 01/2025 📍 Victory Island Lagos State, Nigeria

A leading Nigerian IT company providing integrated technology and internet solutions to corporate and residential clients

- Providing technical support and resolving customer complaints and issues related to internet services
- Configuring and provisioning internet services, including setting up equipment and ensuring network connectivity
- Identifying and resolving technical issues, working with technical teams to restore services
- Monitoring service quality, identifying areas for improvement, and implementing corrective actions
- Processing and managing customer orders, ensuring timely activation and delivery of services
- Collaborating with customers, technical teams, and other stakeholders to ensure seamless service delivery
- Escalating complex issues to senior technical teams or management as needed
- Acts as a critical link between customers and the technical teams

SUMMARY

With over four years of solid experience in providing customer support as a Phone Operator Officer, I excel at managing remote service requests and ensuring exceptional user satisfaction. My expertise encompasses robust problem-solving abilities and leading teams to achieve high performance. I am dedicated to leveraging my skills to optimize customer interactions and resolve issues proficiently

STRENGTHS



Active Listening

Ability to listen and empathize with customers to provide exceptional service



Communication

Strong communication skills that help in addressing customer issues effectively



Problem Solving

Problem-solving skills, particularly in technical support scenarios

KEY ACHIEVEMENTS



Customer Satisfaction

Achieved customer satisfaction rating of 85% through excellent service and issue resolution

EXPERIENCE

Application Support/SaaS Onboarding Officer

Vittas Inc

📅 06/2022 - 11/2024 📍 Victoria Island, Lagos State Nigeria

A digital lender and financial services company that provides tailored financing and software solutions for health care providers

- Customer Service and SaaS Onboarding by vetting new prospects and walking them through the piloting process on all SaaS platforms
- Creation of SaaS customers' accounts and managing their queries
- Maintain, monitor and diagnose adherence to application/software bugs and defects
- Upselling company products and services to new prospects
- Drive adoption, migration and support for Retail and corporate Solutions
- Provide regular reports and feedback on client requests and complaints for escalation
- Provide regular advice, insights and recommendations to clients to ensure service satisfaction

IT Support/Help-Desk Configuration Officer (Team Lead)

SpyTrack Telematics Limited

📅 03/2021 - 03/2022 📍 Magodo Estate, Lagos State, Nigeria

A Nigerian company specializing in telematics, vehicle tracking, and fleet management solutions

- Responding to clients support queries, providing support and resolving queries
- Supporting and educating each customer on how to use various products via remote application tools
- Receives inbound calls and initiates outbound calls to follow up with customers
- Developing and achieving stated key performance indicators
- Offering timely support to tech-averse clients
- Completing administrative duties such as configuration of devices

Service Request Officer (ISP)

Smiles Communications Limited

📅 05/2017 - 12/2021 📍 Ikeja GRA, Lagos State, Nigeria

An African telecommunications company offering 4G LTE mobile broadband and voice services

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner
- Provide accurate and complete information regarding products, services, and policies
- Work with other departments to resolve customer issues and escalations
- Keep detailed records of customer interactions and transactions

EDUCATION

Bachelors Degree in Computer Engineering

Madonna University

📅 09/2007 - 06/2012 📍 Nigeria

TRAINING / COURSES

Online Customers Experience Support Course

An online course focusing on enhancing customer experience skills