

DEBBIE CHRIS-CHUKU

Customer Support And Sales Specialist

234-814-349-2117 | chrischukudebbie@gmail.com | www.linkedin.com/in/debbie-chris-chuku-

PROFILE

I am a customer-focused Customer Support & Sales Specialist with over 5 years of experience in customer service, technical support, and high-volume inbound and outbound calling. I have a proven ability to engage prospects, qualify leads, build rapport, and convert conversations into sales opportunities while consistently meeting and exceeding performance targets. My experience includes cold calling, lead generation, CRM management, customer relationship management, upselling, cross-selling, and resolving customer concerns with professionalism. I am highly organized, results-driven, and an excellent communicator who thrives in fast-paced environments and is committed to delivering exceptional customer experiences while driving business growth.

WORK EXPERIENCE

IT SUPPORT OFFICER -VIRTUAL ASSISTANT

Dymond Fleets Nig Ltd (Onsite)

July 2025-April 2026

- Technical Support – Provided assistance for hardware, software, and network issues to ensure smooth daily operations.
 - System Administration – Installed, configured, and maintained company systems, including ride-hailing platforms and driver onboarding tools. Update and maintain client files
 - Performance Monitoring – Monitored system performance and implemented troubleshooting measures to minimize downtime.
 - Calendar Management – Organized executive schedules, meetings, and communications for efficient workflow.
 - Data Security – Managed data backups and ensured compliance with security protocols.
 - User Support & Training – Assisted staff with IT-related queries and trained team members on new technologies.
 - Documentation – Prepared and distributed meeting minutes, reports, and action plans to stakeholders.
 - Email Management – Handled email correspondence and maintained organized digital records.
 - Onboarding Coordination – Assisted in coordinating driver onboarding and marketing activities.
 - Administrative Support – Managed document preparation, data entry, and other office tasks.
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KEY ACHIEVEMENTS

- Reduced system downtime by 30% through proactive maintenance and quick resolution of technical issues.
- Successfully implemented a secure driver registration system, improving onboarding efficiency.

- Enhanced operational reliability by introducing automated backup solutions.
 - Streamlined meeting documentation process, reducing turnaround time by 40%.
 - Improved communication efficiency by setting up digital channels for drivers and staff.
 - Contributed to successful launch campaigns by coordinating influencer outreach and marketing materials.
 - Maintained 100% accuracy in record-keeping and reporting.
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VIRTUAL ASSISTANT - TECHNICAL SUPPORT

Xipat Flexible Solutions, Vietnam (Remote)

May 2024 – May 2025

- Technical Support Specialist – Delivered responsive and effective technical assistance, transforming user challenges into solutions and ensuring a seamless app experience for all customers.
 - Collaboration Leader – Utilised Lark to enhance team communication, fostering an environment that streamlined workflows and expedited ticket resolutions, ultimately boosting team efficiency.
 - Knowledge Architect – Created and maintained over 30 insightful help documents and support cases, equipping both support and development teams with the resources needed to resolve recurring technical issues.
 - Efficiency Enhancer– Elevated first-response times by 40% through proactive monitoring and strategic escalation of support queries, ensuring customers received timely assistance.
 - Onboarding Facilitator– Guided new users through app functionalities and troubleshooting processes for platforms like Blockify, enhancing user confidence and satisfaction from day one.
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KEY ACHIEVEMENTS

- Successfully increased app ratings by 52% through targeted user feedback initiatives and improved support services.
 - Increased upsell opportunities by identifying customer needs and recommending relevant apps and premium features, contributing to higher customer value.
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CALLS EXPERT CUSTOMER CARE AGENT (OUTBOUND AND INBOUND CALLS)

Insurance Supermarket, United States (Remote)

July 2022 - April 2024

- Client Engagement Strategist– Cultivated relationships with potential clients by personalising policy options, driving a remarkable 27% increase in conversion rates and transforming cold leads into loyal customers.
- Retention Advocate – Re-engaged existing policyholders with tailored upgrade offers, achieving a 15% growth in customer retention and renewals through proactive and personalised outreach.
- Resolution Expert – Streamlined the claims process by clarifying complex policy details, enhancing first-call resolutions and reducing repeat inquiries by 33%, thereby improving customer satisfaction.
- Cross-Selling Innovator – Identified and capitalised on cross-selling opportunities during support calls, utilising effective communication skills to enhance service offerings.
- Documentation Specialist – Optimised CRM processes, increasing accuracy in reporting and minimising administrative errors, which allowed for a sharper focus on customer care.

KEY ACHIEVEMENTS

- Conducted 200+ outbound cold calls daily to engage prospects, qualify leads, and generate sales opportunities.
 - Consistently met and exceeded daily call volume, live transfer, and conversion targets in a fast-paced sales environment.
 - Successfully converted qualified prospects into sales opportunities through effective objection handling and rapport building.
 - Maintained high-quality conversations by following sales scripts while adapting to each prospect's needs and responses.
 - Increased lead conversion rates by identifying customer pain points and presenting tailored solutions.
 - Built strong customer relationships that improved engagement and increased the likelihood of successful conversions.
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CUSTOMER CARE REPRESENTATIVE

Omas Studios, Port Harcourt (Onsite)

September 2021 – July 2022

- Service Innovator – Spearheaded initiatives to enhance customer service efficiency, implementing strategies that significantly improved response times and satisfaction rates.
 - Process Improvement Advocate – Conducted thorough analyses of customer service workflows, identifying key areas for enhancement and advocating for impactful changes.
 - Relationship Builder – Established strong connections with customers through attentive and personalised support, ensuring every interaction was meaningful and constructive.
 - Multi-Channel Communicator – Managed customer inquiries via phone, email, and chat, maintaining a high standard of professionalism and empathy in all interactions.
 - Feedback Analyst – Collected and interpreted customer feedback, transforming insights into actionable improvements that refined service delivery and resolved issues promptly.
 - Customer Experience Champion – Fostered a welcoming environment through friendly interactions, ensuring that every customer felt valued and understood.
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INTERNSHIP EXPERIENCE

ACCOUNT OFFICER

Titan Tubulars Nigeria Limited

September 2021 – July 2022

- Invoice Specialist – Crafted and processed invoices with meticulous attention to detail, ensuring timely billing and accuracy in financial documentation.
 - Accounts Manager – Oversaw accounts payable and receivable, managing the flow of transactions and ensuring clients received timely communications regarding billing and payments.
 - Expense Tracker – Monitored organisational expenses diligently, contributing to budget management and financial planning.
 - Client Communicator – Engaged with clients to address billing inquiries and process refunds, fostering positive relationships and enhancing customer satisfaction.
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EDUCATION

University

Bachelor of Science in Geology | Ajayi Crowther University, Oyo, Nigeria | 2016 – 2020

SKILLS

- Cold Calling
- Lead Qualification
- Outbound Sales
- Inbound Sales
- Appointment Setting
- Sales Prospecting
- Objection Handling
- Consultative Selling
- Upselling & Cross-selling
- Technical Troubleshooting
- Ticket Management
- Problem Solving
- Closing Techniques
- Conflict Resolution
- Customer Relationship Management (CRM)
- Customer Service
- Account Management
- Relationship Building
- Active Listening
- Negotiation
- Communication Skills
- Persuasive Communication
- Email & Chat Support
- Time Management
- Multitasking
- Attention to Detail
- Team Collaboration
- Microsoft Office Suite
- Google Workspace
- HubSpot CRM
- Zendesk
- Crisp
- Shopify
- Wix
- Trello
- Slack