

DEBORAH MICHAEL

CUSTOMER SUPPORT SPECIALIST | CUSTOMER SUCCESS | CLIENT EXPERIENCE

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PROFESSIONAL SUMMARY

Customer Support Specialist with 4+ years of experience delivering exceptional customer experiences across healthcare, fintech, and telecommunications. Experienced in resolving 50–70 customer inquiries daily across phone, email, live chat, WhatsApp, and social media while maintaining professionalism, empathy, and accuracy in high-volume environments. Skilled in ticket resolution, CRM systems, customer onboarding, quality assurance, documentation, appointment coordination, and cross-functional collaboration. Proficient in remote collaboration tools and committed to delivering reliable, solution-focused support in distributed teams.

CAREER HIGHLIGHTS

- 4+ years of customer support experience across healthcare, fintech, and telecommunications environments.
- Resolve 50–70 customer inquiries daily across multiple communication channels while maintaining timely, customer-focused service.
- Successfully manage and resolve up to 50 customer support tickets with consistent follow-up and accurate documentation.
- Experienced in customer onboarding, appointment scheduling, client follow-up, quality assurance, and confidential records management.
- Proficient with CRM/CMS platforms, Freshdesk, AVAYA, EMR systems, Google Workspace, Microsoft Office, Slack, Zoom, ClickUp, and Canva.

CORE COMPETENCIES

Customer Support • Customer Success • Customer Experience (CX) • Client Relations • Email Support • Live Chat Support • Phone Support • Ticket Resolution • CRM Management • Complaint Resolution • Escalation Management • Customer Onboarding • Quality Assurance • Appointment Scheduling • Documentation • Data Entry • Remote Collaboration • Problem Solving • Time Management • Attention to Detail

PROFESSIONAL EXPERIENCE

Customer Support Specialist | Client Liaison Officer | Nordica Fertility Centre

February 2023 – Present

- Resolve 50–70 customer inquiries daily through phone, email, WhatsApp, social media, and virtual consultations while delivering empathetic, timely, and solution-focused support.
- Manage customer onboarding, registration, documentation, appointment scheduling, electronic consent forms, and follow-up throughout the client journey.
- Successfully manage and resolve up to 50 customer support tickets while maintaining accurate records and consistent follow-up through resolution.
- Prepare weekly and monthly operational reports that support management visibility into customer activity and service operations.
- Maintain confidential patient information and electronic medical records with a strong focus on accuracy, privacy, and compliance.
- Collaborate with healthcare and administrative teams to address client concerns and support seamless service delivery.
- Quality Assurance: Review patient files and clinical documentation for accuracy, completeness, and adherence to quality standards.
- Front Desk: Manage calls, emails, appointments, virtual consultations, patient flow, and confidential records.

Customer Support Specialist | I-Recharge-Tech Innovations Ltd

February 2022 – February 2023

- Handled customer issues involving online payments, electricity services, VTU transactions, wallet funding, and account-related concerns.
- Investigated transactions through CRM and CMS platforms, documented cases accurately, and escalated complex issues to the appropriate teams.
- Provided timely product and service information while maintaining consistent follow-up to support customer satisfaction.
- Prepared reports on customer queries, complaints, and inquiries to support service monitoring and operational visibility.

Customer Support Specialist | ISON BPO International Limited (MTN Customer Care)

December 2019 – February 2022

- Provided high-volume customer support for telecommunications customers, resolving product, account, billing, and service-related inquiries.
- Documented customer interactions and created service tickets in accordance with standard operating procedures.
- Researched customer issues, provided accurate information, and escalated technical concerns to appropriate teams.
- Supported Lumos Solar customers with product inquiries and troubleshooting while maintaining accurate customer records.

Information Scientist (NYSC) | National Library of Nigeria

December 2017 – October 2018

- Supported administrative operations, records management, digital documentation, and information services.
- Assisted users with information requests and supported ISBN preparation and processing.

EDUCATION

Bachelor of Technology (B.Tech.), Library and Information Technology

Federal University of Technology, Minna, Nigeria

CERTIFICATIONS

- Introduction to Cyber Security — Halogen Academy
- Fundamentals of Digital Marketing — Google Digital Skills for Africa
- Build Your Skills in Customer Service — LinkedIn Learning
- Customer Service Skills — ISON Xperiences
- Diploma in Information Technology and Management — Ceetie Computer Academy
- The Challenge of Effective Leadership — Lux Terra Leadership Foundation

TECHNOLOGY & TOOLS

CRM/CMS: Freshdesk, CRM, CMS, CEM, CLM, RETOPA, AVAYA

Remote Collaboration: Slack, Zoom, Skype, ClickUp, Google Workspace

Productivity & Support: Microsoft Office Suite, Electronic Medical Records (EMR), Canva, Internet Research

LANGUAGES

English — Full Professional Proficiency | Yoruba — Full Professional Proficiency | Hausa — Full Professional Proficiency