

Chioma Dike

Customer Support Specialist

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PROFESSIONAL SUMMARY

Empathetic and service-oriented Support Specialist with experience managing over 100 customer inquiries weekly and delivering excellent assistance. Skilled in resolving issues with a 95% satisfaction rate, onboarding new users efficiently, and improving customer retention by 15%. A strong problem-solver who builds lasting relationships through clear and compassionate communication. Dedicated to making every interaction positive and productive

SKILLS

Microsoft Office	Onboarding Support	CRM Management	Excellent Communication
Conflict Handling	Inquiry Management	Feedback Reporting	Process Improvement
Product Knowledge	Issue Resolution	Relationship Building	Time Management

PROFESSIONAL EXPERIENCE

Customer Support Specialist

Pallacast Dental| Ikeja, Lagos | 2019 - 2023

- Resolved patient scheduling conflicts and treatment concerns, achieving a 95% customer satisfaction rate.
- Guided new patients through onboarding processes, including appointment setup and insurance verification, improving retention by 15%.
- Collaborated with dental staff to streamline communication and improve patient experience.
- Utilized clear and compassionate communication to de-escalate concerns and build lasting relationships.

Customer Support Representative

Showmax Multichoice | Ogba, Lagos | 2023 - 2024

- Handled all customer inquiries across multiple channels, averaging 100+ interactions weekly with timely and effective resolutions.
- Assisted subscribers with account setup, billing issues, and technical troubleshooting, maintaining a 92% satisfaction rate.
- Collaborated with the technical team to identify and resolve recurring problems, reducing complaint resolution time by 20%.
- Provided clear communication and empathetic support to enhance subscriber retention and

experience.

- Maintained detailed records of customer interactions to support service improvements and reporting.

EDUCATION

Bachelor of Arts in Linguistics |Nnamdi Azikiwe University, Awka, Anambra 2018 - 2022

CERTIFICATIONS

Customer Success Strategic Management CSSM 2024

Virtual Assistant ALX Africa 2024