

EMMANUEL OKUKUSIE

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PROFESSIONAL SUMMARY

Customer-focused professional with 3+ years of experience providing customer support across phone, email, and chat channels in fast-paced environments. Experienced in managing 50+ daily customer interactions, resolving inquiries and conflicts, and maintaining a 95% customer satisfaction rate. Skilled in CRM management, customer follow-up, issue resolution, de-escalation, and cross-functional coordination. Proven ability to communicate clearly, manage competing customer needs, and work effectively with remote and distributed teams.

CORE SKILLS

- Customer Service & Customer Experience
- Phone, Email & Live Chat Support
- Customer Inquiry & Complaint Resolution
- Conflict Resolution & De-escalation
- CRM Management & Ticket Tracking
- Customer Follow-up
- Issue Escalation & Resolution
- Active Listening & Communication
- Problem Solving
- Time Management & Multitasking
- Cross-functional Team Collaboration
- Remote Customer Support

PROFESSIONAL EXPERIENCE

Customer Support Associate — Remote Operations

B-Rite Communication | 2023 – Present

- Manage 50+ daily customer interactions across phone, email, and chat channels while maintaining efficient and professional service.
- Resolve customer inquiries and complaints while maintaining a 95% customer satisfaction rate.
- Use HubSpot CRM to document customer interactions, track support tickets, and follow up on unresolved issues.
- Prioritize and organize customer support tickets, contributing to a 30% reduction in response time.

- Collaborate with cross-functional teams to escalate and resolve complex customer issues.
- Handle escalated and sensitive customer concerns with professionalism, empathy, and clear communication.

Customer Support & Client Relations Officer

Skyline ICT Consult | 2021 – 2023

- Served as a primary point of contact for new and existing clients, responding to inquiries and providing timely information throughout the customer journey.
- Managed customer concerns and conflicts professionally, identifying issues, coordinating resolutions, and maintaining positive client relationships.
- Worked closely with technical and project teams to communicate customer requirements, resolve issues, and fast-track project processes.
- Followed up on client requests and project-related concerns to ensure issues were addressed and customers received timely updates.
- Supported communication between clients and internal teams, ensuring customer expectations were clearly understood and properly addressed.
- Managed multiple client inquiries and support requests simultaneously while maintaining clear, professional, and customer-focused communication.

TECHNICAL TOOLS

- **CRM:** HubSpot CRM
- **Microsoft Office:** Word, Excel, PowerPoint
- **Google Workspace:** Docs, Sheets, Gmail
- **Support Systems:** Email & Chat Support Systems

CERTIFICATIONS

- Google Customer Service Professional Certificate
- HubSpot Customer Service Certification

ADDITIONAL INFORMATION

- Available for remote customer service roles across global time zones
- Strong internet connectivity and remote work setup
- Excellent written and verbal English communication