

FRANK JOY JOSEPH

CUSTOMER CARE REPRESENTATIVE | CUSTOMER SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Customer Support Specialist with 3+ years of experience providing professional customer care across phone, email, live chat, and social media in fintech and remote environments. Experienced in responding to customer inquiries, resolving complaints, providing accurate information on services and policies, documenting interactions, and escalating complex issues appropriately. Known for empathy, clear communication, attention to detail, multitasking, and maintaining positive customer relationships in high-volume support environments.

CORE COMPETENCIES

- Customer Care & Relationship Management
- Complaint Handling & Issue Resolution
- Product, Service & Policy Information
- Empathy & De-escalation
- Multitasking & Time Management
- Customer Onboarding & Retention
- Phone, Email & Live Chat Support
- Customer Feedback & Escalation
- CRM & Customer Record Management
- Problem Solving & Attention to Detail
- Independent & Remote Work
- Google Workspace & Microsoft Office

TECHNICAL TOOLS

Intercom | Zoho SalesIQ | HubSpot | Zendesk | Slack | Google Workspace | Microsoft Office Suite | CRM Systems

PROFESSIONAL EXPERIENCE

Customer Service Representative (Remote) | Space Trade Technologies | Jan 2025 – Mar 2026

- Handled 70+ customer inquiries and complaints daily through Intercom Live Chat and Zoho SalesIQ.
- Provided prompt, professional support and resolved customer issues while maintaining a positive customer experience.
- Accurately documented customer interactions, transactions, feedback, and resolutions in CRM systems.
- Escalated complex complaints and disputes to the appropriate teams and supported follow-up through shift handovers.
- Worked effectively across flexible day and night shifts while maintaining consistent service performance.

Customer Service Representative | Topnosh Global Services Limited (Fintech) | Jan 2022 – Dec 2024

- Managed 300+ live chats daily alongside customer support through phone, email, and social media.
- Provided accurate information about services, transactions, and company policies.
- Investigated and resolved failed transactions and account-related concerns using clear, step-by-step guidance.
- De-escalated challenging customer situations with empathy, patience, and professional communication.
- Processed customer requests and payment verifications accurately and maintained detailed CRM records.
- Met performance targets for response time, resolution rate, and customer satisfaction; assisted with customer onboarding.

Call Center Agent | Prospra | Jul 2021 – Dec 2021

- Handled 100+ inbound customer calls daily and delivered professional customer service.
- Made outbound calls to support customer onboarding and engagement.
- Responded to customer inquiries across phone, email, live chat, and social media.
- Resolved complaints, maintained accurate customer records, and consistently achieved daily performance targets.

Administrative Officer | Shekel Kings Consult | Sep 2019 – Aug 2020

- Coordinated daily administrative operations, scheduling, meetings, and internal communications.
- Maintained accurate employee records, attendance logs, performance tracking, and operational documentation.

EDUCATION

Bachelor of Science (B.Sc.) in Applied Biology | Second Class Upper Division | CGPA: 4.48 / 5.00 | 2019

CERTIFICATIONS

ALX Virtual Assistant Certification (2025) | National Youth Service Corps (NYSC) Certificate (2021)