

EKUNIFE GIFT WISE

Remote Customer Support Specialist | Customer Service Representative

Lagos, Nigeria (Remote - Worldwide) | [Gift Wise Portfolio](#) | +234 814 921 7286 | giftekunife@gmail.com | [linkedin.com/in/giftwise-ekunife](https://www.linkedin.com/in/giftwise-ekunife)

PROFESSIONAL SUMMARY

Customer Support Specialist with 5+ years of remote experience supporting North American customers via phone, email, live chat, and social media. Consistent record of 96–98% CSAT across billing support, appointment coordination, customer onboarding, and CRM documentation. Proficient in Zendesk, Salesforce, Freshdesk, Gladly, and Intercom, with hands-on use of AI-based support tools to meet fast response-time targets in high-volume queues.

CORE SKILLS

Customer Service & Retention • Billing & Account Support • Appointment Scheduling • Customer Onboarding • CRM Documentation • Complaint Resolution & Escalation • Cross-Functional Collaboration

TECHNICAL SKILLS

CRM & Helpdesk: Zendesk, Salesforce, Gladly, Freshdesk, Intercom

Collaboration Tools: Slack, RingCentral, Microsoft Teams, Zoom, Google Meet

Microsoft 365: Excel (Pivot Tables, VLOOKUP, XLOOKUP), Word, PowerPoint, Outlook, Teams

AI Tools: Prompt Engineering, AI Response Evaluation, AI-Based Support Tools

PROFESSIONAL EXPERIENCE

Customer Experience Support Specialist Feb 2024 – Jul 2026

Empowerment Technologies Inc. — Remote (Canada)

- Resolved 90–120 customer inquiries daily via live chat, email, and social media, sustaining a 97% CSAT rating.
- Documented every interaction in Zendesk, ensuring accurate service history and seamless case management.
- Partnered with cross-functional teams to address recurring issues, cutting repeat complaints by 15%.
- Reduced escalations by 20% through tailored troubleshooting and root-cause solutions.

Customer Support Specialist (Part-Time) Jan 2023 – Jan 2024

Sunday Lawn Care — Remote (United States)

- Managed 120+ daily interactions (chat, phone, email) covering scheduling, service requests, and billing, maintaining 98% CSAT.
- Built a customer retention playbook that cut involuntary churn by 18% through proactive outreach.
- Co-authored 15+ knowledge base and troubleshooting guides, reducing inbound ticket volume by 12%.
- Held sub-1-hour response times, including 200-inquiry peak-season days, without relying on rigid scripts.

Customer Support Specialist (Hybrid) Jan 2021 – Jan 2023

Red Couch Limited — Lagos, Nigeria

- Supported 100+ clients daily via chat and text, troubleshooting consumer electronics issues.
- Designed a new troubleshooting protocol that cut escalations 20% and lifted first-contact resolution 25%.
- Analyzed customer interaction data in Intercom to identify trends, driving a 15% drop in recurring complaints.
- Maintained 96% CSAT under 2-hour response targets in high-volume, time-sensitive queues.

EDUCATION

Bachelor of Science in Psychology — Lagos State University of Education (LASUED), Lagos, Nigeria | 2017–2021

CERTIFICATIONS

The Role of a Customer Support Specialist — Alison Online Institute, 2024 • Essential Customer Support Skills — DEXA, 2025 • Remote Job Success — Udemy, 2026

REMOTE WORK SETUP

Internet: Reliable 50 Mbps Fiber X with mobile data backup • Home Office: Quiet, distraction-free • Equipment: Laptop, webcam, noise-canceling headset, backup power • Availability: Flexible, Mon–Sun, all time zones (WAT/EST/PST), evenings & weekends welcome