

GODWIN JONATHAN

CUSTOMER SUPPORT REPRESENTATIVE | CUSTOMER SERVICE | EMAIL & CHAT SUPPORT

09056819343 | godwinjonathan161@gmail.com | Nigeria | Seeking Remote Opportunities

PROFESSIONAL SUMMARY

Motivated candidate seeking a Customer Support Representative or Customer Service Representative position. Interested in helping customers with inquiries, communicating clearly and professionally, and contributing to positive customer experiences. Speaks English and is committed to clear, respectful communication. Eager to learn customer support tools and develop skills in email and live chat support.

CORE SKILLS

Customer communication • Email and live chat support • Customer inquiry handling • Active listening and empathy • Problem-solving • Complaint escalation • Time management • Organization • Attention to detail • Teamwork and adaptability • Data entry and record keeping • Willingness to learn new technologies

RELEVANT STRENGTHS

- **Communication:** Speaks English and aims to communicate clearly, politely, and professionally.
- **Customer focus:** Committed to treating customers respectfully and helping address their questions and concerns.
- **Problem-solving:** Willing to learn company procedures and identify appropriate next steps for customer issues.
- **Organization:** Prepared to follow instructions, prioritize assigned tasks, and maintain organized work habits.
- **Technology adaptability:** Willing to learn CRM software, ticketing systems, and digital support platforms.

EDUCATION

Marine Engineering — Online Studies

Currently studying Marine Engineering online.

Secondary School Education — Nigeria

Completed secondary school education; O'Level results available.

CAREER OBJECTIVE

To obtain a Customer Support Representative, Customer Service Representative, Email Support, or Live Chat Support position where I can assist customers, continue learning, and contribute to a positive customer experience. Interested in organizations that value professionalism, reliability, teamwork, and continuous improvement.

ADDITIONAL INFORMATION

- **Preferred work arrangement:** Remote
- **Target opportunities:** US and international employers that accept eligible applicants based in Nigeria
- **Professional development:** Interested in learning customer relationship management systems and modern support tools

REFERENCES

Available upon request.